



Holiday Rental Terms & Conditions 2021

PROPERTY DETAILS

Address: Tall Timbers, Steephill Road, Ventnor, Isle of Wight, PO38 1UF

Phone: 01983 855112 (*Calls to UK landlines and UK mobiles only, please*)

CHECK-IN / CHECK-OUT TIMES

Check-in time is after 5pm and check-out is by 10am. Early check-in and late checkouts are possible - please get in touch and we will do what we can to accommodate you.

SMOKING

This is a non-smoking property, though guests are welcome to smoke in the grounds. Please dispose of cigarette butts in the bin near the front door. Vaping is permitted indoors.

PETS

Pets are permitted at Tall Timbers with prior approval. There is no additional fee for pets, but pet owners are responsible for cleaning up all pet "refuse".

All pets must be up-to-date on any necessary vaccinations. Dogs and cats (and other pets susceptible to fleas/ticks) are to be treated with topical flea and tick repellent prior to arrival.

All items above are the sole responsibility of the pet owner. The owners of Tall Timbers assume no responsibility for illness or injury that pets may incur while on the premises.

PAYMENT

An advance payment of 25% of the booking fee is required at the time of booking your stay at Tall Timbers.

Final payment of the balance for your stay is required no fewer than thirty (30) days before your arrival at Tall Timbers. If your booking is made within thirty (30) days of your arrival date, full payment will be required at the time of booking.

BREAKAGES

Please let us know if there are any breakages during your stay. Any breakages will be charged for at replacement value. Alternatively, you may replace the items during your stay.

INSURANCE

Tall Timbers has a public liability insurance policy in place. It is your responsibility to take out adequate travel insurance and cover for the duration your trip. We recommend you take out holiday insurance to cover cancellation fees (*see below*) in case of emergencies.

CANCELLATIONS

Cancellations that are made at least fourteen (14) days before check-in will get back 100% of the amount that they've paid. Cancellation between seven (7) and fourteen (14) days before check-in receive back 50%. Otherwise, there will be no refund.

NO DAILY HOUSEKEEPING SERVICE

While linens, towels etc. are provided for your stay. There is no daily housekeeping service. There is, however, a washing machine and tumble dryer at the property, and a launderette in Ventnor.

Our gardener may work in the garden during your stay (usually on a Tuesday or Sunday).

We ask all guests to please leave Tall Timbers as you found it. While we do not expect guests to vacuum, dust or generally clean the property, the equipment necessary to do so is available on site. More information is available in the guest information folder at house.

PARKING

Parking at Tall Timbers is provided for up to three (3) vehicles. There is space for one at the top of the drive and two near the bottom. Additional cars may park along the drive (though this may block in your other cars) and in the road. Parking permits are not required.

The space for turning a vehicle at the top of the drive is tight. Please bear this in mind before driving all the way up, and take the time to inspect the space and decide if you are comfortable making the turn. Parking at the bottom is much simpler.

Cars taken to Tall Timbers are the sole responsibility of the vehicle owner.

WI-FI / INTERNET

There is a free Wi-Fi network available at Tall Timbers with fibre broadband, though it does not reach all areas of the garden. By using this service, you are agreeing not to:

- Use the Service for any illegal purpose.
- Use the Service in such a manner as to host a web or other server, send or facilitate the sending of bulk e-mail or collect third party personal data without appropriate consent.
- Resell, or attempt to resell, the Service to any third party.

We hope you have a wonderful stay at Tall Timbers!

Please sign and date these terms and conditions below, then return it to phin@talltimbers.co.uk when booking your stay at Tall Timbers. Alternatively, **just email to say you have read and agree to them.** Thanks.

Name:

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Signature: **Date:**

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