

The *WHITE HOUSE*

Terms & Conditions

Any booking made by you whether through website, email, telephone or any other means shall be deemed to be an offer by you to rent accommodation from demor investments ltd.

ARRIVAL

On arrival we require a valid passport or drivers license on proof of identify

We may also require to see credit card the accommodation was booked with.

DEPOSIT

A non refundable deposit is payable, which is the first nights booking, with the confirmation of the reservation. The deposit will not be refunded unless the accommodation is rescheduled for a further visit.

A deposit taken for longer bookings on a 28 day tariff will be £200.00.

We may deduct from the deposit any outstanding balances i.e. telephone or service charges or damage of any kind to the fabric of the apartment due at the time of departure

PAYMENT OF ACCOUNTS

A current credit or debit card must be given at the time of reserving the accommodation and the accommodation is due for payment on the day of arrival. Please note that use of American Express will result in a surcharge of 2.5% being added to your payment.

All apartment prices quoted are based on the prices prevailing at the time that a booking is confirmed. Once the booking has been confirmed we will not change the rate unless you amend the booking.

Any outstanding payments will be taken from the card given to secure the booking if not paid before departure

Guests will be held liable for any loss, damage or personal injury they may cause at The Whitehouse Apartments. Guest should note that where appropriate charges for damage will include a charge for the apartment being out of service while the remedial work takes place.

VAT

All rates are per apartment per night as applicable and are subject to Government Value Added Tax (VAT) levied at the applicable rate. After 28 days VAT drops to 3.5%. Rates quoted are based on length of stay (unless otherwise stated in writing); please note that where a stay is shortened your nightly rate will be revised to reflect the new length of stay.

CANCELLATION POLICY

We have a 72 hour cancellation notice prior to arrival.

The customer will be liable for cancellation charges as follows.

NOTICE PERIOD.

NO NOTICE

LESS THAN 72 HOURS:

FOR 2 -6 NIGHTS

7-27 NIGHTS

28 DAYS PLUS

CANCELLATION CHARGES.

REQUIRES FULL PAYMENT OF THE LET.

1 DAYS CHARGE PLUS THE DEPOSIT

7 DAYS COST AT THE WEEKLY CHARGE.

28 DAYS OR UNTIL IT IS RELET.

EARLY DEPARTURES SHOULD BE NOTIFIED AS SOON AS POSSIBLE TO AVOID ANY FURTHER CHARGES.

RESTRICTIONS

We operate a non smoking policy in our apartments. We are sorry that dogs and pets are not allowed.

The number of people permitted to occupy each apartment is limited to the number of beds. Extra beds can be provided and this will be agreed at the time

PRIVACY

This Site is made available by The Whitehouse Apartments- referred to in this statement as "we" or "us". The Site is hosted for us by <http://www.vitalhike.com>

We are committed to protecting your privacy and this statement summarises what personal details we may collect from you before, during or after you use our Site and what we will do with them. Any changes to our privacy policy will be posted on this page.

When you email us, or use a contact form within this site: We will use your email address for the purposes of administering your query and responding to you. We will not publish your email address on our Site. Unless you give your explicit permission we will not use your name and email address to send you, nor allow any associated companies to send you, any unwanted marketing information.

COOKIES

We may use "cookies" to help us recognise you on any return visits you make to our Site and to make any form filling procedures easier for you. Cookies are small pieces of information which will be stored by your browser on your computer's hard drive. The cookies used by us will not give us any personal details about you. If you do not wish cookies to be stored on your browser follow these instructions:

- Internet Explorer: Open the Tools menu and click Internet Options. Choose the Privacy tab and move the slider to high level of privacy. Click on the Default button if you do not see the slider.
- Firefox: Open the Tools menu and click on Options... Choose the Privacy tab. Under History and next to Firefox will, select from the drop down, Never remember history.
- Other browsers: Refer to the relevant help menu looking under cookies, privacy or security.

If you wish us to remove your details from our marketing database at any time please email us.