

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.
- Current contact details are required at the time of booking.
- Please be aware that prices for 2013 may differ to prices for 2014.

ARRIVAL

- On arrival we require a valid passport or drivers license on proof of identify.
- Early check in/check out can be arranged for a charge - subject to availability.
- We may also require seeing the credit card the accommodation was booked with.

DEPOSIT/CHARGES

- 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 any outstanding balances i.e. telephone, service charges or any kind of damages to the fabric of the apartment which are due at the time of departure, this will be deducted from your deposit/debit card provided at the point of booking.

PAYMENT OF ACCOUNTS

- As we are self- catering apartments there is no office staff available to take payment at the weekedns therefore bookings of 2 nights will be taken off the card provided at the point of booking on the Friday of your weekend stay.
- 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 all payments made by
- Credit Card will result in a surcharge of 1% plus VAT being added to your payment, with exception to American Express which will result in a surcharge of 1.5% plus VAT being added to your payment. No surcharge will be incurred for payments made by debit card.
- 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.

Notice Period and Cancellation Charges

We have a 72 hours cancellation notice prior to arrival.

The customer will be liable for cancellation charges as follows.

Less than 72 Hours notice.....

- For 1 night requires full payment of the Let
- For 2 - 6 nights requires 1 days charge plus the deposit
- for 7 - 27 nights 7 days cost at the weekly charge
- 28 days plus 28 days or until it is re-let

Over 72 hours notice.....

Non refundable deposit

Early departures should be notified as soon as possible to avoid further charges.

Restrictions

- Rarely, we may require you to change room due to the nature of our business, our accommodation outwith the Whitehouse is usually kept for long term stays. Where this occurs, we would provide you with similar room/rooms at the same rate.
- We operate a non-smoking policy in our apartments.
- We are sorry that dogs and pets are not allowed. Please see Services for recommended boarding kennels.
- 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 of booking.

Damage

We may deduct from your deposit/Debit card provided at the point of booking any kind of damages that are made to the fabric of the apartment due at the time of departure.

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 our 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.