

Franken Holidays - Terms and Conditions

All bookings accepted are subject to the following conditions, which are deemed to be accepted in full by the hirer and all persons in the party. The booking is not confirmed until we have received full payment and have issued a Booking Confirmation to the hirer. We reserve the right to refuse any booking.

Payment Policy

1. A payment of 50% of the total rental is required to confirm the booking.
2. Payment in full is requested two months before the Arrival Date.
3. Bookings of less than £250 will be payable in full to confirm. This does not change the amount of refund you are entitled to should you need to cancel.
4. Payment is accepted by card (via PayPal) or by direct bank transfer to the UK or Germany. We regret we do not accept cash or cheques.

Cancellation and Refund Policy

1. The booking may be cancelled at any time before the arrival date and for any reason. We do not have any administration charges for cancellations.
2. The amount of refund we can give you depends on whether we can re-let the house for part or all of the period of cancellation. The amount refunded will always be less any credit card or bank charges incurred in the transaction.
3. We will retain 50% of the total rental and refund the balance to you. If we can re-let for the period we will refund to you such portion of the balance of your payment, up to the full amount, as we might receive from the re-letting.
4. Please take out your own travel insurance to cover loss from any cancellation you are forced to make.

Limitation of liability

It is a fundamental condition of our terms that you use our property at your own risk. We do not accept liability for any loss or damage to you, your party or to your property while using our house.

Insurance

The hire does not include any personal insurance of any kind. It is a condition of booking that travel insurance is taken out against cancellation or any other issues. It is strongly recommended that personal accident and medical insurance is also taken out.

Arrival and departure times

The house will be available for occupation from 15:00 on the day of arrival and must be vacated by 10:00 on day of departure. It is possible that these times could be flexible depending on other bookings immediately before or after the confirmed dates. Please contact us.

Keys and directions

Detailed instructions for key access and directions will be sent to you after receipt of payment in full no later than 2 weeks before the arrival date or sooner if you request this.

Included in your rental

1. The house is cleaned before your arrival and after you leave.
2. The house is provided with clean linen and towels.
3. The house is provided with essential supplies, namely: sugar, coffee, tea, salt, pepper, washing up liquid, dishwasher tablets, kitchen towels, bin bags, aluminium foil, toilet rolls and soap. These consumables are provided to get you started only, if any run out during your stay please replace as necessary.
4. There is room to park one car directly in front of the house.
5. The house is fully furnished and equipped as described on our website.
6. Water, electricity and heating.

Occupancy

1. Only persons accompanying the named guest on the booking may occupy the house
2. Under no circumstances may more than the number of guest indicated on the Booking Confirmation occupy the house.
3. The hirer shall occupy the property for holiday purposes and no other.
4. Animals are not allowed in the house or grounds.

You agree to:

1. Treat the house and its contents with care and leave it in the same good order in which you found it.
2. Tell us about anything that is broken or not working when you leave so that we can get it repaired.
3. Not smoke anywhere in the house or on the property.
4. Not bring any animals into the house or property.
5. Ensure that the house is locked when you leave or are out.
6. Make all reasonable efforts to be environmentally friendly and not waste energy.
7. Recycle and dispose of household waste reasonably. The recycling protocols are on information sheets in our house.
8. Not disturb our neighbours by making a noise or leaving litter etc.
9. Not park your car in such a way as blocks access to our neighbours' parking places or homes.

Rights of access

We or our representatives have the right to access the house, if deemed essential, for inspection, repair or maintenance work. We will notify the hirer in advance to arrange a time that is convenient.

Complaints

Please contact us if you have any problems whilst on holiday so that we can attempt to address any issues.

Building work

In the event of building work taking place by local authority, developers or neighbours, it is important to note that we are not responsible for such work, and are unable to stop such work taking place, or control the levels of noise.

Alterations or cancellation by us

In the unlikely event that the house becomes unavailable due to circumstances beyond our control the hirer will be offered a full refund. Any refund is restricted to the house hire costs and we are not liable for any cancellation or administrative charges for travel arrangements, etc.

Contacting Us

We wish you a wonderful holiday. If you have questions or we can help in any way, please contact us and if we can help we will.