



# Terms and Conditions

## THE APPLE STORE BOOKING CONDITIONS

1. General. The hiring contract is between the hirer and the owners of the property and incorporates the conditions set out below.
2. Weekly bookings are to be accompanied by a deposit of 50% of the total cost of the let. The balance of the rental must be paid 42 days (6 weeks) before the commencement of the holiday. The full rental is payable at the time of booking if you are staying for a duration of less than one week or if you are due to occupy a property within 42 days (6 weeks) from the date of booking.
3. Hirer's Obligation. The hirer agrees,  
To take good care of the property, and leave it in a clean and tidy condition at the end of the tenancy. Particular attention must be given to the kitchen, ensuring all equipment and utensils are left clean and tidy. The Apple Store reserves the right to take a payment for any breakages, loss or damage to a property.  
To permit the owners reasonable access to the property to carry out any urgent maintenance & to permit Tourist Board inspection access during the annual inspections.  
Not to sublet or share the property, except with persons nominated on the booking form.  
The maximum number of persons allowed at the property is clearly stated, and must not be exceeded (Owners reserve the right to terminate the hire without notice and without refund in case of breach of this condition).
4. Cancellation If the hirer wishes to cancel the booking, he/she should advise the owners immediately by telephone, followed by a confirmatory letter. Upon receipt of such a letter the owners will (but without obligation whatsoever to the hirer) use their best endeavours to obtain a replacement letting and, if such a replacement is obtained, will then refund the hirer any monies paid, less a £25.00 cancellation charge. If the owners are not able to re-let, the following cancellation charges will apply. You are strongly advised to take out holiday cancellation insurance before booking.

Number of days before arrival date that notification of cancellation is received	Cancellation Charge
On arrival date or later	Total cost
1-14 days	90% of total cost
15-28 days	75% of total cost
29-56 days	50% of total cost
More than 56 days	50% of total cost or full deposit
5. If any payment relating to the booking is not paid by the appropriate date we will treat your booking as cancelled by you and charge you cancellation charges as above.
6. Non availability of property. If for any reason beyond the owners control, property is not available on the date booked, all rent paid in advance will be refunded in full or an alternative property offered if available. The hirer shall have no further claims against the owners.
7. Arrival and Departure times Please note the times of access in your booking details. Unless otherwise stated, it is usually 4.00 pm on the day of arrival. This is to give our cleaning/housekeeping staff time to get all the cottages cleaned and checked in the limited period between lets and any repairs effected. The departure time is strictly 11.00 am in both the cottages. If your arrival is likely to be delayed you should advise us as soon as possible so that alternative arrangements can be made.



THE  
APPLE STORE  
— STURTON BY STOW —  
SELF-CATERING COTTAGES

## WHAT IS PROVIDED?

### STANDARD ITEMS

Both the properties are heated by oil and equipped with a gas cooker with oven, grill and hob.

Bed linen - all beds are made up for your arrival

A pack of cleaning materials includes:

clean tea towels  
dishcloth  
oven gloves  
washing up brush  
washing up liquid  
kitchen roll  
toilet rolls  
toilet cleaner  
multi-purpose cleaner

- Combi-microwave oven
- Hairdryer
- Television with DVD
- Vacuum cleaner, dustpan and brush, broom
- Iron and Ironing Board
- Radio/Cd player
- Alarm clock
- Fridge with freezer compartment

Please note that both properties have large, double sized showers as standard but no bath.

### LAUNDRY FACILITIES

Guests have shared access to a washing machine and tumble drier with drying racks available for each cottage.

## HELPFUL INFORMATION

### ON ARRIVAL

On arrival all guests should use the intercom at the main gate to the property – even if the main gate is open. If the gate is closed please do not enter until somebody attends to the gate. Usually, somebody will be on site to welcome you. You will be informed in advance if arrangements differ.

### SHOPPING

The village of Sturton by Stow is serviced by Sainsbury's direct and Tesco direct food deliveries. It is therefore possible for you to place an order before your departure, to be delivered to The Apple Store on your arrival. The delivery address for placing orders is The White House, 9 High Street, Sturton by Stow, Lincoln, LN1 2AE.

We ask you to advise us if you will be expecting a delivery. We also ask that you do not request delivery before 7.00 p.m.

In your guest information pack in the cottage you will find a comprehensive list of places to shop and dine out in the locality.

### CLEANING

The cottages are cleaned between lets so all you need to do on arrival is unpack and put the kettle on. A welcome pack awaits you with a few basic essentials to get your stay off to a good start. There is no extra charge for cleaning unless extra, heavy cleaning is required after you leave, or you do not leave the property and its contents as you found them.



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#### BED LINEN AND TOWELS

Bed linen and towels are provided at no extra charge.

#### MAINS ELECTRICITY

The voltage of electricity in Ireland is the same as in the UK and plugs are the same. For other overseas destinations both the voltage and plugs may be different and you will require travel adapters.

#### FUEL AND WATER

There is no additional charge for electricity, gas, heating, water or other fuels.

#### TELEVISION

Both cottages have a television that receives terrestrial channels and a DVD player. DVD's can be hired from the local village shop.

#### GAS APPLIANCES

Gas appliances in UK properties, by law, have to be installed and maintained by CORGI registered engineers. A copy of the installation and service certificates are available for both cottages on request.

#### PROBLEMS & EMERGENCIES

Should you encounter any problems at all during your stay, please contact the office, particularly if it concerns equipment that is not working. Please do not leave it until the last day of your stay to report any failures, as this gives us no time to effect a repair or replacement before the arrival of the next visitors or before your departure.

If you have any kind of emergency out of office hours, please telephone 07930 323945. If there is no reply please leave a message. The person on emergency call that evening or weekend will pick up your call and return it as soon as possible. Please do not ring the emergency number out of office hours unless you have a genuine emergency.

#### PETS

Unfortunately, we are not able to welcome pets to the cottage, however, registered guide and support dogs belonging to those with visual and hearing impairments are allowed in both properties even though the description states that pets are not allowed. Guests with allergies should be aware that we cannot guarantee that a registered guide and/or support dog has not stayed in the chosen property, nor can we accept liability for any suffering which may occur as a result of such animals having been present.

Although we do not allow pets in the cottages, we do have our own dogs and cats on site. We ask you therefore to drive with great care when arriving and leaving the premises and to ensure that the gate is firmly closed after you to prevent our dogs from escaping. We also ask that you do not feed the dogs.

#### ADULTS ONLY

The Apple Store is for adults only. We are therefore unable to accept bookings for children.

#### NO SMOKING

Smoking is not permitted in The Apple Store or in the surrounding environment of the White House.