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Lets Stay

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## Furnished Holiday Let Terms and Conditions

### General

1. These Terms and Conditions form the agreement between the person booking short-term accommodation ("**the hirer**"), the person staying in said accommodation ("**the guest**") and Lets Stay, a trading name of Lets Delight Ltd. (UK company 40384088).

### Booking and payment

2. Bookings can be made using partner OTAs (Online Travel Agents) such as Airbnb and Booking.com or directly on the Lets Stay website. Full payment is due at the time of booking unless an alternative arrangement is in place between the hirer and the OTA. The booking can only be regarded as confirmed when the full payment has been received and written confirmation given.
3. Payment can be made through an OTA, on the Lets Stay website or by requesting an invoice which can be paid online. Lets Stay use PayPal to process payments. Payment can be made using all major debit and credit cards as well as by PayPal balance. Lets Stay does not accept cash.
4. Your booking will be confirmed by email upon receipt of payment.
5. In the case of last-minute bookings, full payment must be made before arrival.
6. Where an existing booking is being extended, full payment for the extended period must be made before 10am on the departure day of the original booking.

## **Cancellations**

7. Cancellations may be made up to midnight on the 15<sup>th</sup> day before the arrival date to receive a full refund minus any booking fee which may be charged.
8. Cancellations made between midnight on the 15<sup>th</sup> day before the arrival date and midnight on the 8<sup>th</sup> day before the arrival date will be refunded by way of a credit for stays at later dates. Due to variations in prices at different times of the year, the credit might not cover the same number of nights as the original booking.
9. Cancellations later than midnight on the 8<sup>th</sup> day prior to the arrival date will not be refunded.
10. Where a guest arrives and decides to leave early, the unused nights will not be refunded.

## **Arrival and Departure**

11. Arrival and departure times are provided with the property details. These times are fixed and cannot be changed unless with prior written agreement.
12. When a property is ready for arrival, Lets Stay will usually send a notification to the guest. Where this is earlier than the arrival time, the guest can check in at the notified time. Guests should not rely on properties being ready for arrival early.

## **Occupancy**

13. At any time (day or night) the property is restricted to the number of persons on the booking confirmation up to the maximum occupancy of that property, unless prior consent has been given by in writing. In the event that the maximum occupancy is exceeded Lets Stay shall have the right to revoke the booking without refund.
14. Lets Stay are not responsible or liable for any loss or damage to personal possessions, vehicles or personal accident whilst occupying the property or on the premises.

## **Pets**

15. Dogs are permitted to stay only at certain properties. Where dogs stay, there is no additional charge. Dogs are treated as a guest for the purposes of these conditions and any damage or breakages will be charged as if caused by the guest. Please ensure dogs are included in the booking.
16. No pets, other than dogs, are permitted without the written permission of Lets Stay.

## **Responsibility of guests**

17. Guests and those they let into the property will take all reasonable care of the property and its contents and will leave equipment, furnishings, utensils etc. in a clean and tidy condition on departure. The guest will be responsible for the actions of anyone they allow into the property.
18. Guests will be responsible for the cost of any breakages, damage or exceptional cleaning caused by the actions or inactions of the hirer, guest or other people they permit into the property.

## **No right to remain**

19. The Property is let on the basis that there is no right of tenancy. After the arranged booking has ended, there is no right to remain in the property by the hirer, the guest or any person allowed into the property by them.

## **Safety**

20. There is a no-smoking policy in all properties. A bucket with sand is provided outside the rear of all properties so that cigarettes can be extinguished safely.
21. To comply with fire safety regulations, please do not use naked flames or candles in the property.
22. Due to the nature of Lets Stay's properties, they are regrettably not wheelchair accessible.

## **Departure**

23. On departure all keys must be left inside, in the location specified in the checkout instructions provided. Where provided, a parking pass must be left the same location. Failure to leave keys and a parking pass (where provided) will result in a charge being made for replacements.
24. Lets Stay sometimes charges a refundable deposit to cover keys and a parking pass. Where a deposit is charged, it must be paid as part of the initial payment. The deposit will be refunded within 72 hours of departure, provided the keys and parking permit (where applicable) are left and are in a usable condition.
25. Lets Stay would like to know if your stay has been a pleasant one.

Any feedback or reviews will be greatly appreciated to ensure we are providing the best experience we can for all our guests. Unless specified otherwise, you agree that Lets Stay may use the content of reviews for marketing or other purposes. Names and details, except first names, will always be removed from reviews before use.