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Calder's Flat
Terms & Conditions

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Making a Reservation

Reservations will be held for up to three (3) days from the date the client expresses a desire to go ahead with the booking. A reservation will be confirmed only when both a completed reservation form and 25% deposit have been received. If after three days, both reservation form and deposit have not been received, the apartment will be taken off hold without *Calder's Flat* being obliged to inform the client.

Rates are kept updated on the HomeAway.com website and are subject to change without client notification. Rates are guaranteed only when a reservation has been confirmed.

Security Deposit

In lieu of a security deposit, guests are protected by Property Damage Protection insurance for the length of their stay, the cost of which is included in the published rates. A minimum coverage of $1,500 per reservation is provided and does not cover loss, theft, or damage to any personal items owned by the guest or brought on the covered trip by the guest. A full description of coverage will be provided upon request.

Payment Procedures

A 25% deposit of the entire stay is required to hold a reservation. The balance is due four weeks (28 days) prior to arrival without *Calder's Flat* being obliged to remind the client. Payment is made in U.S. dollars. We accept Visa, Mastercard, Discover, American Express, and personal checks (payable to *Calder's Flat*).

Cancellation by Client **(notification to *Calder's Flat* must be in writing; an email is okay)**

If a guest cancels more than four weeks (29+ days) prior to arrival, all monies less $50 service charge will be refunded.

If a guest cancels 22-28 days prior to arrival, 75% of the total stay will be refunded. If a replacement booking for the entire cancelled stay is found, the remaining 25% less a $50 service fee will be refunded.

If a guest cancels 15-21 days prior to arrival, 50% of the total stay will be refunded. If a replacement booking for the entire cancelled stay is found, the remaining 50% less a $50 service fee will be refunded.

If a guest cancels 8-14 days prior to arrival, 25% of the total stay will be refunded. If a replacement booking for the entire cancelled stay is found, the remaining 75% less a $50 service fee will be refunded.

If a guest cancels 0-7 days prior to arrival and a replacement booking for the entire cancelled stay is found, 50% of the forfeited payment will be credited to the guest for a future stay at *Calder's Flat*.

Cancellation by *Calder's Flat*

If the balance due plus security deposit hasn't been received by four weeks (28 days) prior to the confirmed arrival date, *Calder's Flat* may find it necessary to cancel a guest's reservation. If this is the case, refund guidelines outlined above will be followed.

While the owner strives to avoid cancellations, we reserve the right to do so and promise to cancel a guest's confirmed booking only when forced to do so by circumstances out of our control, such as fire or flood. While *Calder's Flat* may <u>suggest</u> alternate accommodations, it is not our responsibility to <u>provide</u> alternate accommodations. Under no circumstances shall the owner's liability to the guest exceed the amount paid to the owner for the rental period.

Arrival & Departure

The rental period begins at 3:00 p.m. on arrival day and ends at 11:00 a.m. on the day of departure, although *Calder's Flat* will be as flexible as possible to accommodate individual needs of our guests.

Equipment

If equipment such as TV, satellite receiver, internet connection, dishwasher, refrigerator, microwave, air conditioning, etc. are out of service or have to be replaced, the owner cannot be held responsible. Repairs or replacement of equipment will be made as soon as possible and may require access to the apartment during a guest's stay. It is the guest's responsibility to notify the owner immediately of any damaged or out-of-service equipment.

Smoking & Pets

Smoking and pets are not allowed inside the apartment. Guests are invited, however, to smoke outside on the front stoop.