

GELSTON CASTLE HOLIDAYS

Accidental Damage Waiver Scheme

This is an optional extra which can be added to bookings at any time before arrival.

It costs a fixed amount of £18 per house (including VAT).

In return for this we will waive the normal requirement to pay for accidental damage, up to a maximum of £500. This is enough to cover most eventualities, including appliances, items of furniture, etc.

For example:

- ▶ Flooded bathroom, minor damage to ceiling below;
- ▶ Damage to leather sofas by chocolate, felt pen, sharp implements, etc.;
- ▶ Young children drawing on walls;
- ▶ Spills of red wine, coffee etc. on carpets or upholstered furniture;
- ▶ Breaking the swimming pool cover roller by bouncing up and down on it (there are always two or three children who can't resist it, and there are limits to what it can take!).

This should give peace of mind especially to families holidaying with children. Any excess over £500 will still have to be paid, but we reckon this is an unlikely eventuality. It may be that third party liability for accidental damage is covered by your travel insurance - we strongly recommend that you check this.

We reserve the right to annul the waiver if we have reason to believe that damage has resulted from deliberate or malicious vandalism.

The £18 cost is refundable up to your holiday start date, but like any other waiver payment (e.g. on car hire) it is not refundable at any point after your holiday has started.

Note on the refundable good housekeeping deposit

This is a separate thing which works alongside the accidental damage waiver and is complementary to it. This deposit gives us a convenient way to deal with small unforeseen costs arising, such as laundry tokens (if not paid in cash), the return of items left behind, or extra cleaning where the house is left in a mess. Additionally, for those who choose not to opt into the damage waiver, it is also a handy way of dealing with minor breakages such as glassware (obviously if you do opt into the accidental damage waiver, any such breakages are covered and therefore NOT deducted from the housekeeping deposit).