

TERMS AND CONDITIONS OF BOOKING HOLIDAY COTTAGES

1. Definitions, where mentioned below 'Guest' means the person making the booking and all members of his/her party. 'The Owner' means the owner of the accommodation let to the Guest or his duty authorised letting Agent.
2. All lettings are solely for the purpose for conferring on the Guest the right to occupy the accommodation for the purposes of a holiday.
3. All holiday lettings will begin at 3pm on the day of arrival and end at 10am on the day of departure, unless agreed otherwise in writing with the Owner. The Owner reserves the right to deduct £10 per hour, pro rata, from the housekeeping deposit for late departures.
4. The Owner reserves the right to enter the accommodation at any time during the period of letting..
5. The Owner shall not be liable in respect of claims for the Guest may have for any injury however caused or sustained by the Guest and for loss or damage however caused or his/her belongings which are on the premises of the Owner.
6. The Owner reserves the right to refuse accommodation without giving any reason for doing so. If accommodation already booked should subsequently be unavailable due to circumstances beyond the control of the Owner every effort will be made to find suitable alternative accommodation. Should this not be possible, all monies paid by the Guest will be refunded, but the Owner shall not be liable in any circumstances to make any payment to the Guest in excess of those monies.
7. The deposit is payable when booking is made and the balance becomes payable six weeks prior to the date of the commencement of the letting. Monies paid under the terms of this are not refundable by the Owner and will be forfeited if the Guest cannot take up the booking made for any reason whatsoever. However, the Owner recognises that in some cases of cancellation notwithstanding that there is no legal obligation to do so, the Owner will use its best endeavours to re-let the accommodation for the period of the booking and if successful, the Owner will refund the deposit paid to the Guest less £25 administration charge in respect of the additional expense in connection with the re-letting.
8. In the event that a facility such as hot tub or swimming pool is unavailable for use, any appropriate refund will be limited to £200.
9. The number of persons stated on the particulars supplied as being the allowed number to occupy the accommodation selected by the Guest, is the total number permitted unless it is agreed otherwise with the Owner. If any person is found to be staying over and above the number stated, the Owner reserves the right to make an additional charge, not exceeding £15.00 per day.
10. Deposits made on a per person basis are non-refundable and cannot be reallocated across other members of the same party.
11. A housekeeping deposit is payable on arrival. A credit card or debit card is most appropriate for this purpose.
12. All breakages must be reported to the Owner and these items should be replaced or paid for before departure.
13. Any damage to property or fixtures and fittings should be reported to the Owner and the cost of repair or replacement will be deducted from your housekeeping deposit subject to a period of notice of at least 28 days of the cost of such.
14. All cottages and areas of the site should be left on vacation as they are found. Any excess cleaning or tidying charges over and above what the Owner considers to be normal will be charged at £25 per hour. Any excess charges will be notified to the Guest and will be deducted from the housekeeping deposit 28 days thereafter.
15. On payment of the Deposit the Guest agrees to be bound by these Terms and Conditions and is deemed to have read and fully accepted them. Any queries with accepting them should be notified in writing to the Head Office of the Owner within seven days.