



TERMS AND CONDITIONS

By paying the booking deposit (or entire rental in case of a late booking) the renter confirms that they have read and agreed with these terms and conditions.

- All bookings are provisional until confirmed by e-mail and your deposit/full payment received.
- We reserve the right to refuse any booking we consider to be unsuitable for our property.
- Prices are as quoted but we will reserve the right to correct any error.
- The payment of a 25% non-refundable deposit ensures reservation.
- The balance is payable 4 weeks before the arrival date. If you are booking within 4 weeks of your arrival date the full amount is payable immediately.
- Period of rental commences at 4pm on day of arrival, and ends at 10.00am on day of departure. Alterations to arrival and departure times are by prior arrangement only.
- On departure the property is to be left in the same state of tidiness and cleanliness that it was on arrival.
- Rental price includes bed linens, one bath towel and one hand towel per person (please bring your own beach towels), hair dryer, toilet rolls, tea towel and hand towel for the kitchen, hand soap pumps for the kitchen and bathroom, washing up liquid, cleaning liquids, bin liners, cooking oil, salt and pepper, all gas and electric.
- We supply one complimentary, made up and ready to light fire for the wood burning stove. If more supplies are needed (winter months) we charge an extra 20 GBP per stay (or per week if booking is for more than one week).
- Please report breakages and damages, so that they may be replaced in time for our next guests.
- Strictly no smoking inside of the property. Smoking is of course permitted anywhere outside and ashtrays are provided.
- Should it be necessary for you to cancel, our cancellation charges are as follows :- Greater than 4 weeks before rental commencement - Deposit only. Up to 4 weeks before rental commencement - 100% of the rental fee.
- In the event of unforeseen circumstances and the accommodation becoming unavailable we will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid or a proportion in the case of curtailment. We cannot, however pay any compensation or expenses as a consequence of such an event.
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We recommend that Holiday Insurance be taken out when making a booking even when payment is made in full. We shall not be liable to you or any member of your party for any loss or damage to you, your property or vehicles, however caused. We strongly advise your holiday insurance covers you for all accidents. We cannot be held responsible for conditions outside our control e.g. cancelled or delayed ferry crossings/flights, restrictive weather, etc. or where you are unable to arrive at the property during the period that it is booked.

- The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
 - More people or pets than declared at the time of booking or before the commencement of the holiday to the agency and/or the number the Property holds, attempt to take up occupation.
 - Overnight guests are entertained without the Owner's express permission.
 - Any activity is undertaken which is illegal, or may cause unreasonable damage, noise,

behaviour or disturbance.

- If the holidaymaker or guests smoke in the property.
- Guests wishing to take pets on holiday must abide by the following rules: Responsible pet owners are welcome and the following applies to all bookings where well-behaved dogs or other pets are usually permitted (at a standard extra cost), but must be checked with us prior to booking.

However young pets i.e. puppies MUST be declared to us at the time of booking and authorised. If a puppy or young pet is taken to a property without the consent this could result in you being asked to leave without compensation.
- We ask dog/pet owners to observe the following rules (failure to do so may result in you being asked to leave without compensation).
 - Pets must be under strict control at all times while in the property
 - Any fouling of lawns etc. must be cleared up without delay.
 - The pet owner must bring the pet's bed or basket for sleeping in.
 - Pets MUST NOT be left alone in the property or elsewhere at any time.
 - Pets MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing.
 - Owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.
 - Each dog or pet will be charged at £15 per stay to cover the end of stay cleaning/deodorising costs. However, any damage (which must be reported immediately) or excessive cleaning felt necessary for the comfort of the next guests will incur a reasonable deduction to the damage deposit.
- The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in or on the Property in the same state of repair as at the commencement of the holiday, and shall leave the Property in the same state of cleanliness and general order in which it was found. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. The Agency and the Owners reserve the right to make a reasonable charge where guests have contravened an Owner's request for their property to be **smoke free**.
- The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
 - More people or pets than declared at the time of booking or before the commencement of the holiday to the agency and/or the number the Property holds, attempt to take up occupation.
 - Overnight guests are entertained without the Owner's express permission.
 - Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
 - If the holidaymaker or guests smoke in the property.
- We regret we cannot be held responsible for interruption in services eg. internet, swimming pool, electric, water but we ensure you that we will endeavour to do our best to resolve the problem as soon as possible.
- In the event of there being cause for complaint concerning a Property, the matter shall be taken up with us at once. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required. In no circumstances will compensation be considered for complaints raised after the holiday has ended.

These conditions are governed by English law.