

## **Booking Terms / Conditions**

### **Bookings are made and accepted only on the following conditions:**

1. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
2. Bookings cannot be accepted from persons under 18 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made with the Owner. Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the owner.
3. The supervision of children, babies, dogs and any adults requiring care remains the responsibility of the guest at all times.
4. A deposit of 30% of the cost of the holiday ("Deposit") must accompany the booking request. The deposit is non-refundable unless the owner is unable to accept the booking, and as specified below.
5. We recommend that Holiday Insurance be taken out when making a booking even when payment is made in full.
6. No bookings are valid until confirmed by the Owner in writing.
7. Once a booking is confirmed by the Owner, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 6 weeks before the booking is due to commence.
8. The Owner reserves the right to re-let any holiday where any monies due are more than 14 days in arrears whereupon any monies paid by the Guest over and above the non-refundable Deposit will be refunded. However, if the Owner is unable to re-let the holiday the Guest will remain liable for the outstanding balance of the cost of the holiday.
9. In the event of the accommodation becoming unavailable (such as fire or flooding), the Owner 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.
10. In the event of cancellations the Owner will endeavour to re-let the accommodation, and if successful the balance of the cost will not be due as in paragraph 8 above, or if already paid, will be refunded. Any request to cancel must be put in writing to the Owner in the first instance. The Deposit will be retained.
11. A Guest requiring a booking to be altered once the booking has been confirmed will be charged £20.00 if a revised confirmation is required.
12. 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 Owners reserve the right to make a reasonable charge where guests have contravened an Owner's request for their property to be smoke free.

13. The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
  1. More people or pets than declared at the time of booking or before the commencement of the holiday to the Owner and/or the number the Property holds, attempt to take up occupation.
  2. Overnight guests are entertained without the Owner's express permission.
  3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
  4. Smoking in the property.
14. All prices quoted include VAT.
15. In the event of there being cause for complaint concerning the Property, the matter shall be taken up with the Owner/Caretaker at once, (their details are supplied on the booking confirmation and they understand that they are the first point of contact should there be cause for complaint). 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, when the Holidaymakers have denied the Owners/Caretakers the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday. During out-of-office hours, an answer phone facility will be available which will be checked on a regular basis.
16. The Owner or her representative shall be allowed access to the Property at any reasonable time during any holiday occupancy.
17. By booking via the Owner, you consent to receive our email newsletter. If you wish to unsubscribe from the newsletter you can do so at any time by logging into your account or clicking unsubscribe in the email.
18. The Booking Conditions will apply to all confirmed bookings.
19. The Owner may as part of a booking introduce Holidaymakers to the goods and/or services of third parties. The Owner shall not be treated as an agent for any such third parties, and any contract for the supply of such goods and/or services shall be between the provider and the Holidaymaker.