

## Booking Terms and Conditions

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions:

- A contract will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
- The deposit/full payment must be paid within 3 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names of all guests.
- A £200 deposit is payable at the time of booking.
- Bookings made less than 45 days before your arrival date must be paid in full.
- The balance must be paid no later than 42 days before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation.
- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the total holiday cost when a cancellation is received, as detailed below:

|                   |      |
|-------------------|------|
| More than 60 days | 10%  |
| 45 to 59 days     | 40%  |
| 30 to 44 days     | 50%  |
| 15 to 29 days     | 75%  |
| 3 to 14 days      | 90%  |
| 0 to 2 days       | 100% |

If we are successful in getting a replacement booking, we will refund the total amount paid less a 10% booking fee and any difference in price between your original and the replacement booking.

- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.
- The maximum number of persons occupying the property must not exceed (5 Adults and 1 infant) and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under eighteen years of age.

- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes. We will always try to contact you first.
- Tenancies normally commence at 4 pm on the arrival date and guests are required to leave the rental by 10 am on the day of departure. Failure to do so may result in you being charged a further day's rental.
- You must not use the property except for the purpose of a holiday.
- Smoking, vaping or the use of illegal drugs is not allowed in the property.
  
- Pets
  - We only allow 2 dogs maximum unless specifically agreed with the owners.
  - Dogs must be booked in but there is no additional charge
  - Guests are responsible for cleaning up after their pets.
  - Please clean muddy dogs using the outside tap. Please ensure you bring dog towels and furniture covers as needed.
  - Stair gates are provided which help control where dogs can wander.
  - If the property requires additional cleaning due to excessive dog hair we will charge a £50 fee to cover the extra cleaning costs. These are to be paid for in full within 7 days of notification.
  - You are responsible for your dog and you will be charged for any damage caused by your dog.
  
- Damage– In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing, not working or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If you break items of crockery or drinking glasses we do not usually make a charge but we would be grateful if you could report them promptly, so that we can organise replacements.
- The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.
- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating or any electrical appliances when you go out.
- Please don't take any bath towels with you to the beach, bring your own beach towels.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Parking is limited to 1 vehicle.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Please use the designated barbecue utensils and clean the barbecue after use.
- Fireworks, Chinese lanterns, firepits, candles and portable bbqs are prohibited.
- Check-out – check-out time *is* 10 am and you are asked to empty all internal bins into the dustbin and ensure all dishes are washed and put away.
- Wi-Fi – the guest agrees to reasonable and lawful usage.
- Please do not charge your electric vehicle from the cottage. Electric charging points are available in the main public car park on the quay.
- Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.