

BOOKING TERMS & CONDITIONS

YOUR BOOKING - You can book the accommodation provided that the chosen accommodation is still available. You must be 18 yrs or over when you book your accommodation. Your booking is made as a consumer & you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you. When we issue our written confirmation to you, we enter into a contract with you which is subject to the booking conditions. We have the right to refuse any booking prior to the issue of our written confirmation and if we do this we will inform you in writing & promptly refund any money you have paid us. When you receive your confirmation, you must check it carefully & if anything is incorrect inform us immediately.

PAYING FOR YOUR ACCOMMODATION – When booking your accommodation you should pay the amount due by cheque or credit/debit card & accompany it with a completed booking form. **A 2% surcharge will be applied to all credit card transactions, however, debit card and cheque payments are exempt from the extra charge.** Your deposit is non-refundable and non-transferable. We will then send you written confirmation as soon as is reasonably possible showing your reservation details & the balance of your holiday costs which must be received 10 weeks prior to arrival. If you book within 10 weeks of arrival, the full cost of your holiday is required straightaway. All prices quoted are inclusive of vat @ 15%. Should the vat rate increase or any government body introduce additional taxes or levies which affect the price of your holiday, we reserve the right to pass on any increases to you.

CANCELLATION OR CHANGES TO YOUR RESERVATION BY US – We would expect not to make changes to your reservation, but sometimes unavoidable problems occur & we do have to alter things. Should this happen, we will contact you as soon as is reasonably possible explaining the problem & inform you of the cancellation or change. If we cannot provide you with an alternative acceptable to yourself, we will refund any money you have paid to us.

Except where otherwise expressly stated in these conditions, we shall not be liable for changes, cancellations or any other effect on your holiday which are due to any event(s) beyond our control ('force majeure'). In appropriate cases (eg where we have to cancel your booking before departure, we will however refund all monies paid to us for you booking. No compensation will be payable in such circumstances.

DESCRIPTION OF ACCOMMODATION – We aim to ensure that our accommodation is described as accurately as possible to you. However, there may be slight differences between the actual accommodation & the description. Occasionally problems occur to change facilities. In such a case we will endeavour to inform you as soon as is reasonably possible after we, ourselves, have become aware of the situation.

PERSONAL INJURY OR LOSS OF PROPERTY – we shall have no liability to you for the death or personal injury to you or any member of your party unless it results from our act or omission. We shall have no liability for any loss of your property whilst staying in our accommodation. All vehicles are parked at owner's risk, we accept no liability should any damage occur to your vehicle whilst parked on our premises.

IF YOU CHANGE OR CANCEL YOUR RESERVATION – if you want to change your reservation after we have issued confirmation, an administration charge of £30 will be payable to us after the change has been agreed & made by us.

Number of weeks before arrival date that notification of cancellation is received	Amount payable
10 or more weeks	Full deposit
Less than 10 & more than 4 weeks	50% of cost
Less than 4 & more than 2 weeks	75% of cost
Less than 2 weeks	90% of cost
Arrival date or later	Full cost

Cancellation of your reservation must be made by telephone or email & followed up by written confirmation.

Your holiday will be cancelled on the day we receive your telephone or email notification.

In the event of cancellation, penalties will be incurred by you, please see table above. Should you curtail your stay with us, this will be treated as a cancellation and no monies will be refunded as a consequence.

ACCOMMODATION – arrival at accommodation is not allowed before 3pm on start date of your holiday & departure must be by 10am on last day. Should your arrival be delayed, you must contact us and advise us of approximate arrival time so we can make suitable arrangements. The number & members of your party may not alter from those listed on your booking form unless we have agreed to alterations before the commencement of your holiday.

We have the right to refuse or repossess the accommodation if we reasonably believe that any damage is likely to occur by you or your party, or repossess the accommodation if damage has actually been caused. These circumstances will be treated as a cancellation and the section on cancellation by you will apply. No pets are allowed in the accommodation at any time.

We have a no smoking policy in our accommodation which must be observed. The burning of candles is strictly prohibited in our accommodation. You must allow us or our representative access at any reasonable time during your stay.

A security deposit of £150 is payable 2 weeks prior to your arrival and will be refunded provided that your apartment is left in a clean & tidy state and that no breakages or damage have occurred as a result of your actions during your stay. This deposit may be paid by cheque or held against your credit card. Should any damage amount to in excess of £150 the excess will be your liability.

COMPLAINTS – every effort has been made to ensure that you have an enjoyable & memorable holiday. If, however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is essential to contact us or our representative immediately a problem arises so that it can be speedily resolved. Discussion of any criticisms with us or our representative whilst you are in residence will usually enable shortcomings to be rectified quickly. Problems of a transient nature (eg heating of accommodation) can only be acted upon if it is brought to our attention whilst you are in residence.

YOUR RIGHTS – Your statutory rights are not affected by anything contained in these booking conditions.