

# Booking Terms & 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 between you (the booker) and the owner will come into existence when a deposit or full payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than 42 days before your arrival date must be paid in full, plus the £100 refundable damage deposit (*if requested*).
- 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 and the client will remain liable to pay the outstanding balance.
- All cancellations must be notified in writing. If you cancel your holiday more than 42 days before it is due to start, then your deposit will be forfeit. If you cancel less than 42 days before the holiday, then the full balance remains due and is not refundable.
- 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.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 4 persons and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Family Site – all bookings must be families and couples only. The property lease prohibits work visits or group bookings.

- Bookings cannot be accepted from persons under eighteen years of age.
- No pets permitted.
- 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 or for inspection purposes.
- Tenancies normally commence at 16:00 unless otherwise agreed and guests are required to vacate the rental by 10:00 on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by vaping or smoking will be at the expense of you.
- 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 or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly so we can get it fixed or replaced, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please do not move any furniture from one room to another or remove any items from the property.
- 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 – we're an eco-friendly holiday home.
- Don't take any towels provided to the beach. Please bring and use 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, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, or grounds.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please park your vehicle in the parking spaces available, ensuring cars do not block access to other properties. Parking is limited to 1 vehicle per chalet any extra vehicles can be parked in overflow car parks.
- 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 a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue area on site. BBQs are forbidden in the Chalet areas.
- Candles are not allowed inside the chalet.
- Please check-out at 10:00 leaving the property in the same condition as you arrived, with beds stripped, rubbish removed, all appliances and heaters switched off, windows closed and the door locked.
- Any problem or complaint which the client may have concerning their holiday, must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.