

# TERMS AND CONDITIONS OF BOOKING & RENTAL

## **Confirmation of Booking**

For bookings within 6 weeks, full payment is required. Otherwise a 30% deposit is required with the fully completed booking form, with the balance to be paid 6 weeks prior to your holiday. The deposit reserves your holiday, which is confirmed on receipt of full payment. We reserve the right to cancel a booking if full payment is not made by the due date. The deposit made on the booking is non-refundable.

The person making the booking must accompany the party and be over 18.

## **Security Deposit**

At the time of payment in full of your holiday, a separate refundable damages deposit of £100 is required. The security deposit will only be retained should the property or its contents be found to be damaged at the end of the rental period. The deposit will be returned to you at the end of your holiday.

## **Booking Cancellation**

If you need to cancel your holiday, please let us know immediately. You will remain liable for full payment if you cancel within 6 weeks of your holiday start date. We will do our utmost to re-let the property for your holiday duration and if we are able to do so, will be able to offer you a refund. Your deposit is non-refundable.

If the property is not available due to any event beyond our control, such as fire, storm etc, all monies paid will be refunded in full. We cannot accept any liability for any further claim.

## **Holiday Insurance**

We advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

## **Occupancy**

Seaways will sleep 6 people (plus an infant in a travel cot). This maximum occupancy must not be exceeded unless prior agreement has been given. Only the people included on the booking form are able to stay overnight at the property.

## **Your responsibilities**

You are responsible for the property and are expected to take all reasonable care of it. The property must be left clean and tidy and all equipment and utensils must be clean and put away at the end of your holiday. All furniture must be returned to the place in which it was found at the start of your holiday.

The property is in a residential area. Please be considerate and do not cause any nuisance to our neighbours.

**Smoking**

Smoking is not permitted within Seaways.

**Pets**

Pets are not permitted at Seaways.

**Arrival and departure**

Bookings run from Saturday to Saturday with arrival time after 3pm and departure by 10am on the final day.

**Parking**

All parking is at your own risk. There is ample on road parking, however please be considerate to the neighbours and do not block vehicles in or park in front of gateways.

**Left Luggage**

In the event that you leave something behind you at the property, please let us know straight away. We are happy to post items back to you for a minimum charge of £5.

**Liability**

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation, unless it is proven to have been caused by our negligence.

We cannot accept responsibility for any events outside our reasonable control, such as breakdown of appliances, plumbing etc.

If there is a problem, please contact us during your holiday, so that we can try and resolve it.

**General**

We reserve the right for the purpose of maintenance etc to enter the property with or without workmen at any reasonable time, even in the absence of the hirer.

The booking is for the purpose of a holiday only and no security of tenure will be created.

**Complaints Procedure**

In the unlikely event of a problem, please contact us immediately to enable any issues to be resolved. We cannot consider any complaints where we have not been given an opportunity to investigate the complaint and to endeavour to put matters right during your holiday stay. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.