

## **TREMORVAH COTTAGE BOOKING TERMS & CONDITIONS**

We kindly ask you to spend some time carefully reading the booking conditions

### **1. BOOKINGS / PAYMENTS:**

- a) Bookings are confirmed when a deposit of 30% of the rental is received.
- b). The balance of rent is due 6 weeks before the commencement of your holiday. If your holiday begins less than 6 weeks from the time of booking the full rent is payable.
- c). Once a booking is confirmed a contract is then deemed to be formed.

### **2. CANCELLATION**

We strongly recommend you take out holiday insurance.

In the event of cancellation less than six weeks before your holiday start date the whole rent is payable unless we succeed in re-letting.

Cancellation with more than six weeks' notice the deposit only would be charged.

Should you need to cancel your holiday for any reason please contact us immediately and we will attempt to re-let the property, at a discount if necessary.

If successful in re-letting we will return the balance of the rental to you less an administration charge of £10.

### **3. CARE OF THE PROPERTY**

The hirer agrees to take good care of the property. Please ensure it is left in a clean and tidy condition. All utensils, kitchen equipment, Oven & Microwave etc are left clean. We reserve the right to make a charge for extra cleaning if the property is not left in a satisfactory condition.

The hirer agrees to pay for any damages, breakages, or losses to the property caused by a guest in their party (excluding any damage caused by fair wear and tear). If it is proven that damage is directly attributable to the customer or guest we have the right to reclaim any costs incurred up to the sum of £200.00 from the card the customer used to pay the rental fees.

The hirer agrees to report all damage or breakdowns immediately so issues can be put right before the arrival of the next guests.

### **4. ARRIVAL & DEPARTURE**

Holidays commence at 3pm on the arrival day and terminate at 10am on departure day.

### **5. OCCUPANCY & HIRER'S OBLIGATIONS**

- a). Tremorvah Cottage is offered on the understanding that no more than 4 people shall use it (unless previously agreed with ourselves).
- b). Smoking is not allowed inside the property.
- c). To behave in a manner so as not to offend or cause a nuisance to occupants of adjoining properties.

## **6. ACCESS**

Reasonable access to the property shall be granted to the owner (this would normally be for a repair etc.)

## **7. COMPLAINTS**

We hope that you will never need to complain on your holiday. If a problem or cause for complaint does arise please let us know immediately so that appropriate action can be taken. No such matters can be dealt with after the completion of your holiday.

## **8. PETS**

We regret that no pets are permitted in our property

## **9. ELIIGIBILITY**

As a condition of booking the property will not be let to groups of single people under the age of 25.