

BOOKING CONDITIONS

These Booking Conditions contain important information and set out contractual terms and conditions, which apply to the booking. These Booking Conditions include some exclusions and limitations of liability and it is therefore important that you read them carefully.

General

Once the holiday confirmation has been issued, the contract is between the Property Owner and the holidaymaker who is referred to in this agreement as the Hirer.

Brochure/Website Information

We take every care to ensure the accuracy of the information. All information is given in good faith and is believed to be correct at the time of printing. The Hirer must accept that minor differences may arise between photographs and the actual property. All distances given are approximate. Occasionally, force majeure or problems outside our control and that of the Property Owner may arise which may mean that some facilities or services become unavailable. If this situation should arise, we will contact you as soon as is reasonably practical. Similarly, we cannot accept responsibility for any changes of closures to local area amenities mentioned or advertised elsewhere. It is also the responsibility of the Hirer to make any specific requirements/needs known at the time of booking and to ensure that the holiday property is suitable for their own needs.

Payment

Once a holiday is confirmed, the Hirer is responsible for the total cost of the holiday shown on the invoice. The balance is due to be paid eight weeks prior to the commencement of the holiday. If a booking is made less than eight weeks before arrival, the full cost of the holiday is due.

Cancellation by You

If you wish to cancel your holiday you should notify us in writing immediately. In the event of your canceling, we will endeavor to re-let the property, however, you should note that you will remain liable for payment of the full amount shown, although we will give you credit for any rents received as a result of re-letting less the expenses we have incurred in doing so.

Cancellation Insurance

You should note that in the event of your cancellation it is not always possible to re-let the property. If we are not able to do so you will be liable to pay the cost of the booking in full. If you intend to arrange your own insurance we require that you produce details at the time of booking. Where you have arranged your own insurance and produced satisfactory details we will adjust the price of your holiday accordingly.

Cancellation by Us

We accept all bookings in good faith. In the unlikely event that we, for any reason, have to cancel your accommodation, we will refund the full amount you have paid to us.

Alterations by You

Alterations of a confirmed holiday booking cannot usually be made; however, occasionally we can change a holiday week. Any amendments will be charged at £30 to cover our costs. Any duplicate invoices will be charged at £10.

Hirers Obligation

Under the terms of this agreement, the Hirer agrees:

To pay for all fuel and telephone charges where levied during this hire period.

To pay for any damage however caused, excluding reasonable wear and tear.

To take good care of the property and leave it in a clean and tidy condition. Not to allow the property to be occupied by more than the maximum number of persons stated.

Not pets are allowed.

No Smoking is allowed inside the property.

The Owner and Agent are allowed reasonable access to the property and its garden at all times and in the case of an emergency where the Owner/Agent may enter without prior notice.

Party Booking

The person named as Head of the Party on the Booking Form will be responsible for all members of the party and should ensure that they are fully aware of and comply with these Booking Conditions. If the conditions are not complied with, the Owner/Agent can refuse right of entry and in this situation, no monies will be refunded. Bookings are usually non-transferable and any changes to guests details must be agreed in advance. The number of persons occupying the property must never exceed 6, unless otherwise agreed by the Owner in advance in writing. Persons includes infants.

Pets and Smoking

Pets are Not Allowed. Smoking is Not Allowed in the property.

Complaints

All complaints must be notified to the Agents immediately and before you return home in order to give us a chance to rectify the situation. You can contact us either by telephone on 01297 21685 or on the emergency number displayed in the kitchen during the stated times. Failure to notify us at the earliest opportunity may hamper our investigations and delay may reduce or extinguish any claim you have. In any event you should notify us in writing within seven days of the end of your holiday.

Provisional Reservations

Provisional reservations can be accepted by telephone but must be confirmed within five working days by the arrival of a deposit equal to one third of the total rent. Provisional reservations will automatically be cancelled after the seven days has expired without further reference to you.

Arrival and Departure

Unless otherwise stated, arrival and departure day is always Saturday. Your holiday cottage will be ready for you from 2.00pm on the arrival date. Please do not arrive early, as cleaners will be making the property ready for you. We ask for this reason that you vacate the property by 10.00am on departure day.

Alteration of Prices

We reserve the right to amend prices quoted in the brochure due to error, omission, and changes in the VAT rate or seasonal promotions.

Liability

The Property Owner will not be responsible for any loss or damage to the property of the Hirer or any member of his/her party (including vehicles, and contents) other than if this arises from our negligence or default or negligence or default of our employees and or agents.

Contract

This contract is made on the terms of these booking conditions and is deemed to be made. The contract will be governed by English law subject to the exclusive jurisdiction of the English Courts. If any booking conditions are found to be invalid or unenforceable then the remainder will not be affected.

The Right Choice

It is our aim to make sure you choose the right property in the perfect location for the holiday of your dreams. Please let us know if you have any special requirements,

You will need to bring kitchen linens/tea towels.

Inside Property

Unless we say otherwise, you can expect to find:

Kitchen/Utility:

with full size electric cooker, Microwave, dishwasher, Washing Machine, kettle and fridge, sink, cutlery, china and glass, iron and ironing board.

Bathrooms:

Sink, WC and bath and /or shower.

Lounge:

Colour TV, Video, Hi-Fi Assorted Games

Bedlinen And Towel Hire

We will provide either blankets and bedspreads or uncovered duvets. You will need to either bring your own bed linen or hire it through us when you complete your Booking Form. We can advise you of your specific linen arrangements at time of booking. Please note, when hiring linen from us, one set is provided for the duration of the holiday unless otherwise requested.

Prices

All prices are £ per week per property.

The price includes Booking Fee.

Security deposits are payable on Christmas and New Year Holidays.

Short Breaks

Short breaks (minimum 3 days) are only usually available during October to March, excluding school holiday periods and the Christmas and New Year weeks.

How To Pay

We are pleased to accept payment by cheques, *made payable to P M Crosby*. We will accept payment by credit card, but a commission charge of 2% will be added to your account.

Holidays booked or monies paid within one week of arrival date are payable by credit/debit card or cash only or bank transfer.

Key Collection

The key for the property can be collected on the date of occupancy, from "Starre House, Causeway, Beer". Tel:01297 21685 and is located as you drive into Beer 50yards past the sharp left-hand bend, on the left, opposite the bus stop.

On departure please post the keys through the property letterbox or back to Starre House.