

Booking Terms and Conditions

Please read these booking terms and conditions carefully. You must agree to these before completing the booking form.

1. Bookings

Your booking request must be made on our Booking Form and sent to us with a **deposit of one-third of the total price**. The booking will only be effective when it is confirmed by us in writing. The balance, together **with a returnable "Damages Deposit" of £100**, must be received not later than six weeks before the beginning of your holiday.

2. Occupying the Property

2.1 You must inform us on the booking form or, subsequently, in writing of the names of all the people who will occupy the property during your stay and the ages of those under 25.

2.2 The booking shall permit you and the members of your party as named on the booking form to occupy the property for holiday purposes only. No more than a maximum of 5 persons may occupy the property except by prior written agreement of the the owner. Single sex groups will only be accepted by special arrangement. You may not sub-let the property.

2.3 The property is available for occupation between from **3pm on the first day of your holiday** and must be vacated by **11am on the last day** unless an alternative arrangement has been agreed in advance.

2.4 Bed linen, towels and tea towels are provided but you must provide your own beach towels if you need them.

2.5 You and your party must use the property responsibly and with due consideration for your neighbours. This includes taking care of the property, its contents and keeping the property clean and in good order

2.6 The District Council operates strict waste re-cycling methods and we expect you and your party to observe the instructions we provide for the correct disposal and recycling of rubbish/waste using the plastic sacks and bins that are provided.

2.7 There is a telephone in The Wheelhouse (mobile reception in the area is variable). We reserve the right to charge, retrospectively, for any calls made during your stay.

2.8 The Wheelhouse is strictly non-smoking.

2.9 We reserve the right to enter the property at any reasonable time of day provided we have given you reasonable notice.

3. Damages Deposit

3.1 It is expected that you and your party will leave the property and its fixtures and fittings in a clean and tidy condition including correct disposal of waste and re-cycling. The "Damages Deposit" of £100 is refundable but a deduction will be made for any breakages or damage to the property, or if professional cleaning is required.

3.2 The whole amount or the balance after any deduction of the "Damages Deposit" will be refunded to you promptly following the end of the letting period.

4. Difficulties and Maintenance

Every effort is made to ensure that the property is well maintained but if you have any difficulties with it, require maintenance, or have any complaints, you should notify us immediately. We can only investigate complaints which are notified to us promptly and before the end of your holiday.

5. Unavailability of the Property

We reserve the right to cancel bookings if the property becomes unavailable for reasons beyond

our reasonable control, including without limitation: flooding; fire; significant damage to the property. In this event, we will refund to you all sums you have paid but we shall not have any other liability to you.

6. Our Liability to You

We will not be liable for any loss, damage or injury suffered by you or any member of your party or their property, however caused. If we are negligent, our liability to you will be limited to the loss or damage which was a foreseeable result of such negligence. Our total liability to you in respect of any breach of these Booking Conditions or other act or omission by us in connection with this contract shall be limited in aggregate to the price agreed to be paid by you for the right to use the property for the period agreed.

7. Breaches of these Booking Conditions

If there is a breach of these Booking Conditions, we have the right to terminate your booking and if you are already at the property we may require you to vacate it immediately. In this event no refund of the fees you have paid will be returnable to you.

8. Changing Dates

Once dates of a booking have been confirmed in writing to you, they can only be changed with our agreement.

9. Cancellation

When the holiday is booked, you are entering into a legally binding contract. If you are forced to cancel the booking, for whatever reason, and we are unable to secure an alternative booking, you will be liable for the full cost of the holiday. If we are able to secure an alternative booking, we will return all the sums you have paid less a £50 cancellation fee. You may wish to arrange your own holiday cancellation insurance.

11 Pets

11.1 Pets must be disclosed on our Booking Form and only those pets that we confirm are acceptable may be brought into the Property.

11.2 Where pets are allowed, you must ensure that no damage is caused by them to the property and that they cause no disturbance within the surrounding area. Pets must be supervised and under control at all times and their access to areas of the property that are unsuitable for pets or that would compromise reasonable standards of hygiene must be prevented by you. Pets are not allowed on furniture or in the bedrooms. You must always clear up after your pets and you must remove all traces (inside and in the gardens) of your pets having been present before you leave the property. If you do not, the owner may retain some of your Damages Deposit.

12 Miscellaneous

12.1 The property descriptions and all details written both in our brochure and on our website are given in good faith and are believed to be correct. However, our efforts to continuously improve the property may mean that some descriptions become out-of-date.

12.2 When you book your holiday with us, we collect personal information such as your name, email address, home address, telephone number. This allows us to book the property for you. We may also use the information that we collect to notify you about news and information we think you may find valuable. For example, we may send you our latest brochure, supplements, newsletters and special offers. We will never pass your personal information on to any third party without your agreement. If at any stage you decide that you would rather not receive further information from us, please let us know us by telephone, email or post.

12.3 If any provision of these Booking Conditions is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this agreement and rendered ineffective as far as possible without modifying the remaining provisions of this agreement, and shall not in any way affect any other circumstances of or the validity or enforcement of these Booking Conditions.

12.4 The agreements between us are subject to English law and to the exclusive jurisdiction of the English courts.