



BOOKING CONDITIONS

Your Booking

1. Rentals are for a maximum of four weeks and commence at 3.00 pm on the first day of the rental and end at 10.00 am on the day of departure unless otherwise notified. This period is hereafter referred to as 'the Holiday'.
2. The period booked will be stated on the Booking Confirmation provided to the Hirer when they book and cannot be exceeded unless The Owners give written approval.
3. The Hirer will be liable for any cost of whatever nature incurred because of an unauthorised extension.
4. All bookings are subject to availability. The party leader must be at least 18 years of age at the time of booking. The party leader must be authorised to make the booking on the basis of these Booking Conditions by all other members of the holiday party. By making the booking, the party leader confirms that he/she is so authorised and that all other party members agree that the booking is subject to these Booking Conditions. The party leader is responsible for making all payments due to the Owners. Your booking is made as a consumer and you agree that no liability can be accepted by the Owners for any expenses, costs, losses, claims or other sums of any description which relate to any business, howsoever suffered or incurred by you. When the Owners issue a written confirmation (see below) to you, this signifies that the Owners have entered into a contract with you, which is subject to these Conditions. The Owners have the right to refuse any booking prior to the issue of your written confirmation, and if the Owners do this they will tell you in writing and promptly refund any money you have paid. When you receive your confirmation, the details must be checked carefully. If anything is not correct, you should tell the Owners immediately.

Please note: We will provide you with your written confirmation either by post or by email. If you book by post or telephone we will send your confirmation to you by post unless you advise us at the time of booking you would prefer it to be provided by email. All references to "your written confirmation" therefore means confirmations provided by post, or by email as applicable. It is your responsibility to check your emails regularly and to advise of any change to your email address.

5. If a booking is made eight weeks or more before the Holiday is due to start, a deposit of 20% of the rent is payable.
6. If a booking is made less than four weeks before the Holiday is due to start, the full rent, plus any additional charges, must be paid at the time of booking.
7. Should The Owners not accept or reject a booking request, the rent and any additional charges paid by the Hirer will be refunded immediately.
8. The price for the Holiday shall be the rent for the property as advised to the Hirer at the time of the booking.
9. Subject to clause 5, as soon as the booking is received and accepted by The Owners, the Hirer is liable for payment of the balance of the rent, along with any additional charges.
10. Payment of the rent and additional charges are payable to The Owners eight weeks before the start of the Holiday ('the Due Date') and non-payment by the Due Date may be treated as a cancellation.
11. If payment is not received by the Due Date, then the Hirer will lose their booking and the deposit will be forfeit.



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12. The Owners do not and shall not be responsible for sending reminders of the Due Date. The Due Date will be set out on the Booking Confirmation.

Cancellation

13. A booking can only be cancelled prior to the start of the Holiday.
14. A Hirer who wishes to cancel the Holiday must notify The Owners in writing ('Cancellation Notice').
15. Subject to clause 18, the full rent, less a £15 administration charge, is refunded in the event of cancellation due to death, injury, illness, or a summons for Jury Service of any member of the booking party, or close relatives or business associates of the Hirer which reasonably prevents the Hirer from being able to take up the Holiday.
16. If the Hirer wishes to terminate the Holiday under clause 14, then they must provide the Cancellation Notice within seven days of them becoming aware that they cannot take up the Holiday.
17. Also, for the purpose of this condition, 'close relatives' shall mean husband, wife, father, mother, grandparents, father-in-law, mother-in-law, brother, sister, child or step-child.
18. Clause 15 does not apply to a cancellation due to:
- pregnancy or associated illness;
 - any illness or injury which is insufficiently serious to prevent the person taking the Holiday;
 - illness or medical conditions known at the time of making the booking.
19. In the event that the Hirer cancels the booking due to a reason under clause 15 then, upon receipt of the Cancellation Notice, The Owners will send out a Cancellation Form which must be completed in full by a doctor and returned within 28 days from receipt of the Cancellation Notice. If the cancellation falls within clause 15, then no further payment is due and all previous payments, less the £15 administration charge, will be refunded in full.
20. In the event that a cancellation is made other than under clause 15, then a cancellation charge is payable depending on the number of days before the Holiday start date the Cancellation Notice is received by The Owners. The amount payable is set out below.

Number of days before holiday start date that notification is received	Cancellation Charge (as a percentage of the total cost of the holiday)
0 - 13 days	100%
14 - 27 days	75%
28 - 55 days	60%
56 days or more	Deposit

22. A discount of 5% may be available to a Hirer who wishes to re-book a property which they have rented during the previous eighteen months. Only one discount may be applied to each booking.



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Exclusions

23. Bookings will not be accepted from:
 - groups of single people under the age of 25.
 - all male or all female parties of more than three people.
24. Pets are not allowed in the property.
25. Smoking is not allowed in the property.

Accidents and Breakages

26. All bookings are accepted on the condition that the property is left clean and tidy, and breakage and/or damage will be paid for by the person who made the booking. The Owners reserve the right to retain some or all of the Security Deposit if any of these Booking Conditions are not complied with.
27. If any items expected in the property are missing or broken, or other problems with the property are noticed upon arrival, either the owners or their local representatives should be notified, otherwise the property will be deemed to be as advertised with all contents in good condition.

Liability

28. Baggage and personal belongings are at the Hirer's risk at all times, and no responsibility can be accepted for loss of or damage to any vehicle or its contents.

Access

29. The Owners or their representatives shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy.