

Terms and Conditions

Last Updated Monday, 08 February 2021 10:53

All bookings are subject to availability. Upon receipt of deposit payment we will issue a confirmation as soon as reasonably possible via email.

We will provide you with an invoice either by post or email. If you book with us by email we will acknowledge receipt of your booking and then provide confirmation by email upon receipt of your deposit. If you book by post or phone we will send your invoice by post unless you advise us at the time of booking that you have email available.

We have the right to refuse any booking prior to the issue of your confirmation. If we do this, we will tell you by email or post and promptly refund any money that you have paid to us. In this case we shall have no liability towards you.

A non-refundable deposit of £100 per week is payable at the time of booking, with full payment due six weeks prior to arrival. If you book within six weeks of the start of your holiday full payment must be made at the time of booking. Payments by cheque or bank transfer incur no additional charge, payments via debit or credit card will be accepted but incur a charge (3.5% for UK cards, 4% for foreign registered cards). If we do not receive written notice of cancellation within seven days of your booking invoice being sent you will be deemed to have fully and irrevocably accepted responsibility for full payment of the booking.

Cancellations must be confirmed by email or phone. The following cancellation charges will be payable: More than 6 weeks from start date - loss of deposit, within 6 weeks of start date - full cost of accommodation. If you have paid the balance of your accommodation cost and have to cancel more than 6 weeks from the start date this cost will be refunded excluding the deposit payment. However, if you have not paid your total accommodation cost by the time of your cancellation and it is within 6 weeks of the start date then you will be required to make a further payment by way of cancellation charge. We therefore strongly advise guests to arrange holiday insurance cover for cancellation and curtailment of UK holidays.

If you wish to update any detail of your booking including the number in your party or the bed layout requested then please contact us as soon as possible. Contact by email is preferred for such changes and they should be confirmed a fortnight before the start of your holiday.

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You are requested to keep the property clean and tidy, to leave the property in a similar condition as you found it on your arrival, and to behave lawfully at all times whilst in the property. It is a condition of your rental that you accept full responsibility for any accidental damage to, or loss from, your accommodation during your stay. You are responsible for any actual costs of breakage or damage in or to the property - along with any additional costs that may result - which are caused by you or a member of your party. We reserve the right to request such payments upon completion of your holiday when such issues are identified. Items covered through our insurance policy will require you to pay the excess of £50.

In emergency situations where a problem needs remedying quickly and you cannot be contacted the Owner or their representative is entitled to enter the property without giving prior notice.

If you have any cause for complaint then we will look to take action as soon as possible. Contact information will be available at the property for your use in such a situation. It is essential that you contact us immediately a problem arises so that it can be speedily resolved. Discussions whilst you are in residence will usually enable issues to be rectified straight away.

We need to process and store your personal details for our own administration. We would also like to store and use your contact details for any future newsletters or property updates that we may provide. These will be on an infrequent basis and no more than annually. If you do not wish this to happen then please let us know at any time by email. Under no circumstances will we share your details with any other party or individual.