

## **20 Burgh Island Causeway, Marine Drive, Bigbury-on-Sea, TQ7 4AS**

### **Letting Terms and Conditions**

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact the owner so they can explain in further detail to avoid any misunderstandings.

#### **Bookings are subject to the following terms and conditions.**

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable 30% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full, plus the £200 refundable damage deposit.
- The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation and you will remain liable to pay the balance of the rent.
- All cancellations must be notified in writing. If you cancel your holiday at least 30 days before check in, you will receive a 100% refund. If you cancel between 14-30 days before check in, you will receive a 50% refund. If you cancel less than 14 days before check in you will receive no refund.
- The owner strongly advises that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond their control. Notification will be given of the cancellation as soon as possible and the owner will promptly refund all payments made for your holiday. The owner's liability for cancellation will be limited to payments made to them.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 4 persons. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under twenty-five years of age and the person making the booking must be staying at the property.
- The owner reserves the right to refuse a booking without giving any reason.
- The owner or their representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at **17.00** unless otherwise agreed and guests are required to vacate the rental by **10.00** on the day of departure.
- Pets, vaping or smoking anywhere inside the premises or on the balcony will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at the expense of you.
- Damage deposit – In making a booking you accept responsibility for any theft, breakage or damage caused by you, or any member of your party and agree to indemnify the owner in full for any loss that they may incur as a result. A security deposit of £200 is required and will be returned within 14 days of the end of your holiday, less the cost of damage/breakages.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let the owner or their representatives know immediately so that the appropriate action can be taken. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of your stay and you may be charged for any loss or damage.

- Any problem or complaint which you may have concerning your accommodation must be immediately reported directly to the owner or their representatives and they will endeavour to put matters right. Any complaints not reported to the owners or their representatives at the time and only reported after you have checked out, will not be considered.
- Please do not move any furniture from one room to another.
- Please remove shoes once inside the property.
- Please lock the doors and close the windows and balcony doors when you leave the property unoccupied.
- Please make sure you switch off lights, heating, or any electrical appliances when you go out – we're an eco-friendly holiday home.
- Please do not remove any bath or hand towels from the property for any reason.
- The owner reserves the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- You may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or leisure facilities.
- No compensation will be given for any temporary outage of electricity, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the safety and security of your children at all times. Never leave children without adult supervision.
- All communal areas shall be kept free of clutter and not used for storage, including any watercraft or associated equipment.
- Please park your vehicle in the designated parking space, ensuring cars do not block access to other parking spaces. Dedicated parking is limited to 1 vehicle with additional parking available for residential guests.
- Please respect the community and keep noise levels to a minimum, especially between 11 pm and 8 am.
- The owner reserves the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- BBQs anywhere in the property, on the balcony or within the grounds are prohibited.
- Naked flame candles are not permitted inside the apartment or on the balcony.
- Check-out – The owners kindly request that you vacate the apartment by 10.00 on your day of departure. This will ensure their team have time to prepare the apartment to the same high standards for their next guests. They ask that you please leave the apartment as you found it, in a clean and tidy condition, with items put back where you found them. Beds should be stripped including pillow and mattress protectors. (Excluding decorative bed throws and scatter cushions). Linens and towels should be placed in the bags provided. All unused food items should be removed. Rubbish bins should be emptied and taken to the communal refuse area in the car park. Any used crockery at the end of your stay should either be washed and put away or placed in the dishwasher on a washing cycle before you leave. Once you have locked the front door on your exit, please put the keys in the lockbox outside the front door and scramble the numbers.
- The owner reserves the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is a home. The owners expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.