

Bookings are subject to the following terms and conditions:

- A contract between you and the owner will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
- The deposit/full payment must be paid within 3 days of the booking being placed.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- We require the names, ages, and contact details of all guests.
- A 25% deposit of the holiday cost is payable at the time of booking.
- Bookings made less than sixty days before your arrival date must be paid in full, plus the refundable damage deposit .
- The balance must be paid no later than sixty days 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.
- The maximum number of persons occupying the property must not exceed 8 persons and only those listed on the booking form can occupy the property. If you wish to invite additional visitors to visit you during your stay, please ask us first.
- Please be advised that no extra overnight visitors are allowed to stay at the property.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.
- You must not use the property except for the purpose of a holiday.
- Smoking is not allowed in the property.

- Vaping or smoking anywhere inside the premises 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 will be at your expense
- Pets
 - We allow two dogs per stay. If you have more dogs than this then special permission will need to be sought with the owner.
 - Dogs must be booked in and the cost is £25 per dog.
 - Please don't let dogs on the furniture, especially sofas and beds.
 - Guests are responsible for cleaning up after their pets.
 - Please clean muddy dogs using the outside tap by the bins and please bring your own dog towels.
 - Dogs must not be left alone in the property.
 - Stair gates are provided which help control where dogs can wander.
 - If the property requires additional cleaning due to excessive dog hair or if dogs have been in the bedrooms, or on a sofa, we will charge a £50 fee to cover the extra cleaning costs.
 - You are responsible for your dog and you will be charged for any damage caused by your dog

Damage deposit

- In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £1000 is required and will be returned within 7 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 us know immediately so that we can take the appropriate action. 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 the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.

- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating, air conditioning or any electrical appliances when you go out – we're an eco-friendly holiday home.
- Please don't take any bath towels with you to the beach, use the beach towels.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves 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.
- The client may in no circumstance re-let or sublet the property.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- All inventory must remain in the property and not be taken to another property.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Parking is limited to 2 vehicles.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.

- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.
- Please use the designated barbecue utensils and clean the barbecue after use.
- Fireworks, Chinese lanterns, firepits, candles and portable bbqs are prohibited.
- Check-out
- Check in is at 4pm on the day of arrival and 4pm on the day of departure. Please be mindful of these timings as housekeeper often has a lot of properties to clean on a single day.
- Before you leave please ensure you have done the following:
 - *Empty all bins and taken to the bin area to the side of the house*
 - *Strip all beds and leave dirty laundry neatly in a pile*
 - *Clean all dirty dishes and empty dishwasher*
- If you want to use the services of a third-party supplier (e.g. a chef, beauty treatments) this must be agreed beforehand. If you bring a third-party supplier without consent, we reserve the right to ask them to leave. We do not accept liability for the activities of these third-party suppliers.
- Wi-Fi – the guest agrees to reasonable and lawful usage.
- Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- Any problem or complaint must be immediately reported directly to us/our representatives to allow us the opportunity to resolve it.
- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.

- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

Cancellation Policy

- All cancellations must be notified in writing and once received we will confirm the cancellation.
- The customer remains liable for a percentage of the booking cost when a cancellation is received, as detailed below:

Number of days before the holiday when cancelled The % of booking cost payable

More than 60 days 5% of the booking cost

45 to 59 days 40% of the booking cost

30 to 44 days 50% of the booking cost

15 to 29 days 75% of the booking cost

3 to 14 days 90% of the booking cost

0 to 2 days 100% of the booking cost

- If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.
- We strongly advise 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 your cancellation.
- If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
- If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

