

Terms and Conditions (all bookings taken 7/10/2020 until further notice)

General

This is a legally binding contract between the property owner/manager ('we'/'us') and the holidaymaker ('you').

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions.

The holidaymaker must be aged 21 or over.

The property referred to being [propertynameandaddress].

Covid-19 restrictions on holidays

We have also made the decision to only accept bookings from single households from now until further notice, due to the increase in restrictions on mixing households.

Bookings

A booking deposit is payable within 1 day of the provisional booking being taken, unless the arrival date is within the next 8 weeks where payment must be made in full on the same day.

All bookings are provisional until the deposit has been paid and funds cleared through the banking system (where appropriate). The booking then becomes confirmed.

The balance of the rental charge, along with any breakage deposit, is payable not less than 8 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker.

Booking fee

All booking fees (where charged) are non-refundable.

Changes by the Holidaymaker

The holidaymaker may request a change to the booking date. If the owner/manager agrees, each change *may* be subject to a £20 admin fee.

Changes to the number of guests may be made for no additional fee, as long as the changes still meet the max. occupancy rules. Changes should be requested at the earliest opportunity.

Cancellation by the Holidaymaker

Cancellation of the booking by the holidaymaker should be made to the owner/manager at the earliest opportunity (using the contact details on this email).

If you do need to cancel, we will attempt to re-let the property and if successful, we will refund the amount we received for the re-booking, minus a £50 admin fee.

In the event of a local lockdown, or restrictions affecting the area that you live in, or if you are told not to travel by NHS test and trace or following a positive COVID-19 test, we will discuss steps to support you with alternative dates to stay, or offer a refund. Official confirmation will be required.

We strongly recommend you have travel insurance that covers you for other reasons (sickness, injury etc).

Cancellation by the Property Owner

The property owner/manager will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner/manager has to cancel the booking, we will endeavour to find the holidaymaker suitable alternative accommodation at The Bay. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The property owner/manager shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

If the property is unavailable due to circumstances outside of our control we will contact the holidaymaker to advise that the holiday cannot take place. We will then offer holidaymakers the choice of a new date, a credit voucher or a full refund, in line with the government guidance at the time.

Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner/manager reserves the right to enter the property, at a

reasonable time, in the event of an emergency or remedial repair work being required. We also reserve the right to arrange for tradesmen to visit the property if an issue has been highlighted by guests, at a mutually convenient time.

The property owner/manager reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner/manager reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable, including if guests are found to have pets in a pet-free property.

Number of Guests

The maximum number of people entitled to stay at this property is 4 (plus infant) and furthermore, only those people named on the booking form or reported to the owner/manager in other correspondence are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub letting or assignation of the let is strictly prohibited.

Pets

Dogs are not allowed. Anyone breaching this will either be asked to remove pets/ leave or face a deduction from their deposit.

Arrival and Departure Time

Every effort will be made to have the property available from [arrivaltime] on the day of arrival. The property must be vacated by [departuretime] on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

Liability

The property owner/manager takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

The property owner/manager has no control over the amenities provided at The Bay (swimming pool, fitness suite, public house, cafe, playground, paid activities, or free entertainment) which are the responsibility of The Bay Management company. No compensation will be paid if any of these are not available during your stay.

The property owner/manager also have no control over third party providers (gas, electricity, water, TV signal, Wi-fi service), and no compensation will be paid if any of these are not available for short spells during your stay. We will however make a discretionary payment where guests are significantly affected by issues with heating, hot water and power.

Smoking & vaping

No smoking or vaping is allowed inside the property. If you wish to smoke/vape outside, please ensure you remove all evidence of this prior to departure. We will retain part/all of your breakage deposit if we find evidence of these strict rules being disregarded.

Charging of Electric Vehicles

We do not have a dedicated EV charging point, nor do we have a power socket, either indoors or outdoors, that is suitably rated, protected and certified as safe for use for charging an EV, or for plugging in a lead that is routed outdoors. Therefore please DO NOT attempt to charge your vehicle at the property.

We are therefore unable to allow the charging of EVs on the premises, but we're happy to direct guests to the nearest available public charging points and can provide this information in advance of arrival on request.

Lost property

Items left at the property at the end of the stay should be reported immediately. If found, the holidaymaker should make the necessary arrangements for items to be collected or posted on. An admin payment of up to £10 on top of costs may be added.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property require additional

cleaning above that expected after a stay.

Breakages

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner/manager prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for but should still be reported.

Complaints

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner/manager immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner/manager will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Return of Breakage Deposit

Your breakage deposit, minus any deductions, will be returned to you within 2 weeks of the departure.