

## **Cliff House Booking Terms and Conditions**

The person who makes the booking agrees to take responsibility for all members of their group adhering to the Terms and Conditions. The number of people staying at Cliff House is limited to eight, unless agreed at the time of booking, in writing, with the Owner.

### **Booking Deposit and Payment**

A £300/week booking deposit is requested to secure your reservation, with the balance due twenty (20) weeks before the start date of your holiday. If the booking is made within twenty weeks of the start date the full amount is due with your booking. Failure to pay the balance will result in the Owner treating the property as available for re-booking.

### **Cancellation**

If you need to cancel your holiday please let us know in writing, preferably by email. Every effort will then be made to re-book the property, and where successful only the booking deposit will be forfeit. If you need to cancel your holiday within twenty weeks of the start date, and the property cannot be re-booked, the whole cost of the booking is forfeit.

**Note: To safeguard against cancellation charges and other unforeseen eventualities we strongly recommend taking out holiday cancellation insurance which can be found online.**

A full refund of your payment/s will be given should the property become unavailable for your booking dates, through any cause, subsequent to booking, and this refund would constitute full and final settlement of the Owners liability to you.

### **Pets**

Pets are allowed, with the Owners consent at the time of booking, and payment of an additional cleaning fee. Pets must be supervised, not allowed to cause any damage, and not be left in the property on their own at any time. We request that you do not allow pets upstairs into the carpeted areas, or onto the beds or furniture, please also clear up the garden as necessary before you leave.

### **Smoking**

We ask that you do not smoke at the property at any time.

### **Personal Property and Vehicles**

All vehicles and personal property brought to the property are your sole responsibility and used at your own risk. Guests agree to absolve the Owner of any responsibility for any accident or mishap to persons or property whilst on the premises or whilst engaged in any activity therein, or from any illness or injury arising from any causes whatsoever. All our portable electrical appliances have been tested and approved within the terms of the new Fire Assessment Regulations. As the use of your own personal electrical equipment is out of our control it must be at your own personal risk.

### **Looking after the Property**

Please respect and look after the accommodation during your stay, leave the property clean and tidy, and let us know of any damage or breakages promptly. Although we do not collect a security deposit in advance we reserve the right to charge for any damage or breakages. Arrival time is from 6pm onwards. Please vacate the Property by 9am at the latest on your day of departure to allow the housekeeping team sufficient time to clean.

The Property is to be used solely as self-catering holiday accommodation. The Owner, and their agent, reserve the right to refuse to hand over the Property to any person deemed unsuitable to take charge. Causing a nuisance or disturbance to neighbours or other guests, unreasonable or disruptive behaviour may result in the Owner requesting you to leave. Hot tub hire is not permitted at the property. You agree to allow the Owners or agents access to the Property at all reasonable times and/or in case of an emergency, for example to repair a water leak.