

# Alpha Cottage: Terms and Conditions

## 1. General

This is a legally binding contract between the property owner, and the holidaymaker.

The property owner is also referred to as "owner", "we" and "us".

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 is also referred to as "you".

The property referred to being **Alpha Cottage**.

## 2. Payments

A booking deposit of 20% of the final balance is payable within 7 days of the provisional booking being taken. This deposit is **non-refundable**. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed.

The balance of the rental charge, is payable within 6 weeks of the start of the arrival date. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 6 weeks prior to the arrival date must be paid in full at the time of booking.

## 3. Price

All prices are inclusive of VAT at the prevailing rate and are subject to change if the rate changes. We reserve the right to increase or decrease the prices shown in the tariff list at any time. However, the price on the booking confirmation form will not be increased unless the booking is amended.

## 4. Confirmation of booking

When you receive your confirmation, you should check the details carefully. If anything is incorrect, you must tell us immediately. The owner cannot be held liable for any mistakes that arise from you providing the wrong booking details.

## 5. Cancellation by the Holidaymaker

Cancellation of the booking by the holidaymaker should be made by email to: [alphaholidaycottage@gmail.com](mailto:alphaholidaycottage@gmail.com) within 48 hours of the arrival date.

On receipt of such a notice (within 48 hours of the arrival date), we will attempt to re-let the property. If we are successful we will refund you your money less £25 per booking for our administration costs and less the non refundable booking deposit. If we are not able to re-let the property, you will be liable to pay 100% of the total price.

We strongly recommend you take out holiday cancellation insurance.

## **6. Cancellation by the Owner**

Where due to unforeseen circumstances the property becomes unavailable on the date booked, all rent will be refunded in full and the hirer shall have no further claim against the owners.

## **7. Insurance**

We recommend that you take out insurance to protect you against your losses. Please remember that there are a number of circumstances that could necessitate your failing to take your holiday and we will not refund any monies other than as specified under point 5 above.

## **8. Number of Guests**

The maximum number of people entitled to stay at this property is 4 and furthermore, only those people named on the booking form are entitled to stay. The property is deemed not suitable for children under the age of 5 or people who have difficulty climbing steps or stairs due to the layout of the cottage.

If it is found that more people than agreed are using the property, the holidaymaker and his/her party will be asked to leave immediately without any refund. Subletting or assignment of the let is prohibited.

**9. Electricity / Heating** is included in the rent.

**10. Linen and bathroom towels** are included. Please bring your own beach towels.

**11. Pets** are not allowed in the property.

**12. Strictly no smoking** is permitted in the property.

**13. Arrival Time:** after **15.00** on day of arrival.

**Departure time:** before **10.00am** on day of departure.

## **14. Rights of entry**

The hirer must allow owners and their representatives reasonable access to the property. Window cleaning and maintenance work may be carried out from time to time during your stay. The owner will try to do this with as little disruption to the hirer as possible.

## **15. Lost Property**

We reserve the right to dispose of any property left in the property within 1 week of your departure. In the event that you require us to return any items, all postage and packaging charges will be at your own expense.

## **16. Liability**

The owner 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 is deemed not suitable for children under the age of 5 years or people who have difficulty climbing steps or stairs, due to the layout of the cottage.

## **17. Descriptions**

We take every good care to ensure that the accuracy of the property description. All information is given in good faith and believed correct at the time of printing. We cannot be held responsible for any errors or omissions. The holidaymaker accepts that no refunds are available for such discrepancies.

## **18. Care of the property, loss, breakages and damage**

By renting the property, guests agree to keep the property and its contents in the same condition found at the beginning of the rental period.

Guests are responsible for the keeping of the property secure when not there, by ensuring all doors and windows are locked.

If you use the open fire, guests are responsible for placing a fire guard into position.

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. All damages and breakages are the legal responsibility of you, and should be notified to the owner (or their representative) before the end of your holiday. The cost of damage or breakages shall be payable on demand. Normally, minor damage or breakages will not be charged but in circumstances where extra cleaning is required or there has been breakage or damage beyond what is reasonably to be expected, the owner (or their representative) reserves the right to charge you for any additional costs incurred as a consequence and may, at their discretion, refuse further bookings. Should you find on arrival any damaged or non-working items, they must be reported to us immediately, so that matters can be rectified.

## **19. Acceptable Behaviour**

We ask you to kindly consider neighbours by keeping reasonable noise levels and be respectful of the area and the property.

The owner (or their representative) is entitled to ask the holidaymaker to leave the property without any refund if, in the owner's (or their representative's) opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable. The owner (or their representative) reserves the right to refuse entry to anyone, who in the owner (or their representative's) opinion is not suitable or capable of taking charge of the property.

20. However, while landlords are unlikely to face prosecution for illegal activity from an IP address at a rented property, it is worth stipulating in the rental contract rules regarding illegal activities on the web and excessive downloading that may trigger charges from your service provider.

## **20. 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 owner (or their representative) immediately it becomes apparent, thereby giving the owner (or their representative) the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

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