

Thank you for choosing to book with One Coastguard Cottages, we look forward to welcoming you here.

By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### PRICES and BOOKING PROCESS

#### MORE THAN 8 WEEKS UNTIL YOUR BOOKING DATE

You may pay the full amount or 25% deposit to secure your booking.

The balance is then due 8 weeks before your holiday date.

Your booking card will be charged the 25% deposit unless you wish to pay by cheque. Please let me know if you wish to do this at the time of booking and also if you wish to pay in full as some do.

#### LESS THAN 8 WEEKS UNTIL YOUR BOOKING DATE

The balance is payable in full at the time of booking and the card used for your booking will be charged. It is not possible to pay by cheque.

#### We accept UK issued Visa debit cards, Uk issued cheques and bank transfers

The price of the accommodation includes the following:

Electricity, Linen, Cleaning, Gas Central heating and hot water, wifi and all taxes.

1 bath sheet and 1 towel are provided per person with a bath mat in the bathroom.

### PETS

Well behaved pets are permitted BY PRIOR ARRANGEMENT at the cost of £30 up to 2 dogs per booking.

PLEASE NOTE THAT PETS ARE NOT PERMITTED UPSTAIRS IN THE BEDROOMS OR ON THE FURNITURE. PETS LEFT UNATTENDED IN THE PROPERTY MUST BE COMFORTABLE BEING LEFT ALONE.

If your pet does go upstairs or on furniture a cleaning charge of £75 will be payable before departure as will any damages caused.

Stairgate and a large crate are available free of charge to prevent this. Please request these with your booking.

### CANCELLATION AND INSURANCE

Once you have booked your holiday, our agreement is a legal contract and your deposit is non-refundable. If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you will no longer be liable for the balance and we will refund it to you if you have already paid it, less a £25 administration fee. Please note that your deposit is not

refundable under any circumstances. For this reason we strongly recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

#### NON-AVAILABILITY OF ACCOMMODATION

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

#### ARRIVAL

Your accommodation will be available to you from 3pm on the day of arrival, unless otherwise arranged. Please try not to arrive earlier –we will still be busy preparing your accommodation, and won't be available to welcome you.

The main bedroom's bed will be arranged as a super king size bed by default unless you would like it as 2 x singles. Also available are a high chair, stairgate and a cot. Please let me know at time of booking if you require any of these.

Please note One Coastguard Cottages is located at the end of a narrow dirt road with one tight right turn. This is what makes it so quiet. All guests have been able to get to the property so far!

Parking directly outside the cottage is for TWO vehicles. Alternative local on street parking is available free of charge close by.

The number of guests in the accommodation must not exceed the number of beds provided, except by prior special arrangement.

#### DEPARTURE

Please be ready to leave the accommodation by 10am on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible. If you have made use of any further services for which payment has not been made during your holiday, we will provide you with an invoice which is payable on departure.

#### DAMAGES AND BREAKAGES

Please take care with our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant and we may make an additional charge of £30 if you did not report this.

## LIABILITY

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

## DATA

Any data collected during the course of this booking may be kept on computer.