

Caister Beach Cottages Terms and Conditions For Two Coastguard Cottages

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

- A contract between you and Caister Beach Cottages will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable deposit of 25% of the holiday price is payable at the time of booking. Bookings made less than eight weeks before your arrival date must be accompanied by the full amount of the holiday charge
- The balance must be paid so as to arrive no later than eight weeks 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 and you will remain liable to pay the balance of the rent.
- All cancellations must be immediately notified in writing. If you cancel your holiday more than 6 weeks before it is due to start then your deposit will be forfeit. If you cancel less than 6 weeks prior to your holiday date, then the full balance remains due and is not refundable.
- However, if you let me know as soon as possible so that we can attempt to relet the dates and if successful refund monies to you. If for example you rented the cottage for £500 and I'm able to relet for £450 with short notice you would receive £450 less a £25 admin fee. If I can relet before you have paid the balance your deposit will be refunded less £25 admin fee.
- Deposits: a hold of £250 will be made on your booking card the day of arrival and released upon departure. **YOUR CARD IS NOT CHARGED.**
- We strongly advise that you take out comprehensive travel insurance which is usually quite inexpensive. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- The number of persons using the accommodation at any time must not exceed 4 persons including children of any age and the person named in this agreement must reside in the cottage for the duration. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

- Two Coastguard Cottages has £2million total Public Liability Insurance and £10million total Employers Liability insurance
- Bookings will not be accepted from persons under 23 years of age.
- We (the owner) reserve the right to refuse a booking without giving any reason.
- We or our representative reserve the right to enter the cottage at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at **3pm** unless otherwise agreed and guests are required to vacate the apartment by **10am** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- The two bedrooms contain one double and two singles. Also available are a stairgate, highchair and a cot. Please let me know at time of booking if you require either of these.
- Please note Two 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 and I'm a van owner.
- Parking directly outside the cottage is for ONE vehicle. Additional local on street parking is available free of charge close by.
- A 7kw Type 2 untethered EV charger is provided for the cottage. This is FREE for guest use BETWEEN 00:30 and 04:30 daily. You are welcome to use it any other time but it will be charged at my prevailing electricity rate which must be settled before you leave.
- Smoking inside the cottage 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 by smoking will be at the expense of you. You are welcome to smoke in the outhouse and both cottage gardens.
- Well behaved pets are permitted BY PRIOR ARRANGEMENT at the cost of £30 up to 2 dogs per booking for stays of 5 nights or more. For short breaks of 4 nights or less this is reduced to £15.
- PLEASE NOTE THAT PETS ARE NOT PERMITTED UPSTAIRS IN THE BEDROOMS OR ON THE FURNITURE WITHOUT A BLANKET OR SOME PROTECTION FOR THE LEATHER. PETS LEFT UNATTENDED IN THE PROPERTY MUST BE COMFORTABLE BEING LEFT ALONE AND NOT LEFT FOR EXTENDED PERIODS. Please don't book the cottage if your dog normally sleeps in your bed or unsettled sleeping away from you. Happy guests and dogs staying only please.
- If your pet does go upstairs a cleaning charge of £75 will be payable before departure as will any damages to the cottage caused by it.
- Stairgate will be installed free of charge to prevent this.
- Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the

appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found. Accidents happen, its not the end of the world.

- Please lock the doors and close the windows when you leave the property unoccupied.
- 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 in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- You cannot under any circumstance re-let or sublet the property, even free of charge.
- The internet connection is available (at no extra cost) subject to technical availability.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds
- All inventory must remain in the property as it was at arrival
- Children under 18 must be supervised by their parents/guardians at all times.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Any problem or complaint which you may have concerning your holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned was my home. I expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.
- COVID Update
- It has been a tough experience for us all and I refunded over 3 months' worth of bookings last year. In order to be fair I have the following COVID terms
- If the cottage is in a lockdown area and is ordered to close then a refund less CC fees will be paid. If you pay by bank transfer there will be repayment in full.
- If you are in a lockdown area but the cottage is available then a refund will only be paid if the holiday can be relet as above in my normal terms. No admin fee for COVID.
- There are currently no plans in the insurance market for me to cover myself against Covid losses. There are however a few that the guest can purchase so please shop

around and buy some travel cover for yourself. The last thing I want to do is keep a guest's money under these circumstances but I do have a mortgage to pay.

- Please also note the NHS COVID advice page next which forms part of our contract.
- If in doubt, then please don't book. As with most contracts you can cancel in the first 48 hours after booking and cancel free of charge. Just let me know.
- My main goal in running a holiday home is happy guests. If you have any questions about the cottage or the area feel free to ask.

What you need to do if you fall ill with COVID-19 symptoms whilst visiting

If you develop COVID-19 symptoms during your visit, do not ignore or try to hide your symptoms. It is important you act quickly to help yourself and protect those around you. It is your responsibility to stay safe and keep others safe.

COVID-19 symptoms are:

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

If you feel unwell and experience any COVID-19 symptoms you must:

- Stay indoors and self-isolate
- Arrange a test using your holiday address

Do not ignore your symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

You **MUST** notify your accommodation provider.

If you need medical advice while you wait for your test results please contact your regular (home) GP or call 111.

If you are staying or travelling with others, they must also self-isolate and take appropriate action based on your test result.

What should I do if my test is positive?

If you feel well enough to travel and do not need to use public transport, you should return home as quickly and directly as you can

If you feel so unwell that you cannot travel or cannot avoid public transport, you should continue to isolate and call 111 for further advice

It is important that you do not use public transport. You must also tell your accommodation provider that you have tested positive.

If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider.

How do I book a test?

- Online: www.nhs.uk/coronavirus
- Call: 119

Please use the address of your holiday destination:

INSERT HERE

Test results are issued by text or email so you do not need to wait for your results if you are due to return home before your result may arrive. You must return home the most direct way and do not use public transport.

My test was negative, can I stay?

Stay and enjoy your visit as planned but if you need medical assistance please call your own regular GP or 111.

Who to contact if you're unwell?

- If you are ill and need medical advice, call 111 or your own GP
- In the event of a medical emergency, call 999

Produced in partnership with the COVID-19 Health Protection Boards of Devon & Torbay, Cornwall & Isles of Scilly, Dorset, Somerset and Plymouth



Further advice on COVID-19:

NHS: nhs.uk/conditions/coronavirus-covid-19
UK Government: gov.uk/coronavirus

