

We want you to have an amazing stay! We think that you'll agree that the following terms and conditions are reasonable, and protect both you and us. All bookings made on or after 12 December 2021 are subject to the following terms and conditions.

- A contract between the lead name on the booking ('you') and the owners ('we' or 'us') will come into existence when we receive a deposit payment and accept your booking by issuing a confirmation of booking for the dates shown on your email receipt. The contract binds you and 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 and conditions of booking.
- A minimum deposit of 30% of the booking price is payable at the time of booking. The balance must be paid upon arrival, or you can choose to do so at the time of booking or online before arrival. This includes a 5% non-refundable booking fee which is paid to our payment processor.
- Should you wish to cancel your booking, you should contact us as soon as possible, by email or telephone. If you give us more than 10 working days notice we will refund 50% of your deposit, minus the 5% booking fee, and if you give us less than 10 working days notice your deposit is forfeited in its entirety. We strongly advise that you take out comprehensive travel insurance as soon as possible after booking. 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 us except in exceptional circumstances beyond our control. Notification will be given of such a 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 the capacity listed for the particular unit you have booked, unless you have sought permission at the time of booking. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- We reserve the right to refuse a booking without giving any reason, and any deposit will be refunded in this case.
- We or our representative reserve the right to enter the accommodation at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at **15:00** and guests are required to vacate the accommodation by **12:00** on the day of departure. Let us know if an earlier check-in or later check-out would be useful and we can make arrangements.

- Smoking anywhere inside on the premises 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.
- Damage to property – Please treat our facilities and accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation upon arrival 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 advise us before you leave so we can arrange for replacement and a charge if appropriate.
- Please ensure that you lock all doors and close all windows when you leave the accommodation unoccupied.
- We reserve the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- One small pet may be allowed per unit, subject to an additional fee. Please contact us prior to booking to discuss this.
- If you do not return any keys at the end of your stay, then the cost of replacement will be charged to you.
- You may in no circumstance re-let or sublet the property, even free of charge.
- A Wi-Fi connection to the internet is available, however, we have no responsibility for, or control over, the information you transmit or receive via the service. We cannot guarantee: the availability of the service; the speed at which information may be transmitted or received via the service; or that the Service will be compatible with your equipment or any software which you use. You must only use the service in a way which respects local and international laws.
- We 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 it was in at arrival and not be taken to another property.
- 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 the client may have concerning their holiday should be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday may not be considered by us.