

## **Sticky's Place - Booking Conditions**

The use of the cottage as a holiday let has been authorised by Cornwall Council and some conditions were conditional upon the granting of that planning permission.

### **Parking**

There is ample parking for six cars on the driveway but Currian Road is a busy road and clients are advised to take care if they chose to reverse out into the road.

### **Arrival and departure times**

The cottage is available from 3pm on the day of your arrival (unless otherwise agreed by prior arrangement) once it has been cleaned and prepared for you. We do ask that you vacate your accommodation by 11am on your day of departure (unless otherwise agreed by prior arrangement).

### **Dogs and other Pets**

Only registered assistance dogs for the disabled are allowed at the cottage.

### **Linen and Towels**

A hand towel and bath towel are provided for each guest which will be changed twice weekly. Bed linen will be changed weekly.

### **Smoking**

In line with current legislation, please note that the cottage is designated a non-smoking area.

### **Please take care**

Please treat the accommodation with respect and care so that other guests may continue to enjoy them. In the event that you notice any damage in your accommodation please report it to Mrs. or Mr. Pearson immediately so that we can take appropriate action.

Accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found. We reserve the right to enter the accommodation for routine maintenance and any special circumstances or emergencies.

### **Use of your holiday home**

Only those people listed on the booking can occupy the cottage. If this requirement is not met, your booking will be terminated and you will be asked to leave, with no refund made.

### **Unreasonable behaviour**

For the convenience of our neighbours, we reserve the right to terminate the party's holiday without compensation, where the unreasonable behaviour of the persons in the holiday party might impair the enjoyment, comfort or health of the neighbours. This may include but is not limited to: verbal or physical abuse and will be up to our discretion. A holiday would only be terminated if warnings have not been heeded.

### **Paying the holiday balance**

Deposits of 10% of full price is payable upon booking which is deducted from the full amount, leaving a balance payable six weeks before the start of the holiday. This date is clearly shown on your holiday confirmation and balance reminders will not be

sent. Bookings made within six weeks of the holiday start date are payable in full. We cannot accept cheques within four weeks of your holiday start date. If the balance is not received by the due date, the holiday will be treated as a cancellation and any monies already paid will be forfeit.

### **Website accuracy**

We take every care to ensure that the details in the holiday lettings website are accurate at time of going live

### **Hot Tub**

The hot tub is no longer available for use by guests in the cottage and is for use by the proprietors only.

### **Data Protection**

The information you give us in connection with your booking is held securely on our computer system and dealt with in accordance with the Data Protection Act. By providing us with the information you are deemed to accept this and to have the consent of all members of your party to this. We keep this information to help us improve our service to you and to provide you with information about our holidays by telephone, e-mail and post. We will not disclose this information to any person, unless we are legally required to do so or for the purpose of crime prevention.

### **Complaints**

We will endeavour to rectify any problems as soon as possible, any complaints regarding your accommodation should be brought to the attention of Mrs. or Mr. Pearson during your stay.

### **The Holiday Contract**

The following terms and conditions (the booking conditions) will apply to your booking. The person who books the holiday by telephone, or Internet will be accepting the booking conditions on behalf of the holiday party. A contract between you and Mrs. Lorinda Pearson will come into existence

If you have made your booking by telephone. We will tell you on the telephone and send you a reference number once the booking form has been completed. If you have booked online over the Internet. We will tell by e-mail that your booking is confirmed by giving a reference number

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. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

We reserve the right to decline or terminate the booking of any guest(s) whose party make-up or behaviour interferes or may interfere with the general comfort of neighbours. In this event no refunds will be made.

### **If you cancel your booking**

As soon as you know you need to cancel, call the proprietors on 01726 338640 or 07918 688307 and confirm the cancellation in writing. The letter must be signed (where possible) by the person who made the booking or their travel agent.

| <b>Length of time</b> | <b>Cancellation charge</b> |
|-----------------------|----------------------------|
| 56 days or more       | Deposit*                   |
| 43-55 days            | 30% of holiday cost*       |
| 29-42 days            | 50% of holiday cost*       |
| 8-28 days             | 90% of holiday cost*       |
| 7 days or less        | 100% of holiday cost*      |

If you have not arrived by 8am on the morning after your holiday was due to commence or contacted Mrs. or Mr. Pearson to confirm when you will arrive, we will assume that the break is cancelled and the total holiday cost will be forfeited. **YOU ARE STRONGLY ADVISED TO TAKE OUT HOLIDAY INSURANCE.**

### **If we cancel your booking**

We always endeavour not to change the date or cancel your booking, but in exceptional circumstances this may be necessary. We will inform you of the change of date or cancellation as soon as possible and give you the following options.

- a. accept the alternative arrangements as notified to you
- b. choose another available break from us at the advertised price
- c. cancel your holiday with a full refund of any money you have paid

### **Limitation of Liability**

We accept responsibility for those arrangements for your holiday that are within our control, but we cannot accept liability for any injury, loss or damage suffered by you or any member of your party, unless one of the following applies:

1. there was wilful default by us, or
2. death or personal injury was caused by the negligence of one of us