

Woodbine Cottage, 9 Breakwater Road, Bude, EX23 8LQ
Booking Terms and Conditions

References

To make it easier to read these terms and conditions there are a number of definitions which we use:

- 'deposit' means a deposit of 25% of the total holiday accommodation cost;
- 'us', 'we' or 'owner' means the owner of the property you book;
- 'property' refers to the holiday property you book through us;
- 'you' or the 'client' means the lead person making a booking through us;
- 'guests' are members of the party staying at the property with your booking.

The address of the property is: Woodbine Cottage, 9 Breakwater Road, Bude, EX23 8LQ

Making a booking

- The property is meant to be used for the purposes of a holiday. Certain group bookings, including for stag and hen dos, are not allowed unless special arrangements are made with us.
- A contract between you and the property owner will come into existence when the deposit payment is received, and a booking confirmation is issued showing the confirmed holiday dates.
- No bookings are valid until confirmed by us in writing (such as by email).
- A non-refundable 25% deposit of the holiday cost is payable at the time of booking along with the completed booking form.
- The balance of the rent will be due eight weeks prior to your holiday.
- Bookings made less than eight weeks before your arrival date must be paid in full.
- Non-payment of the sum payable by the due date may be treated as a cancellation of your booking and we will be entitled to re-let the property without reference to the client.
- Bookings cannot be accepted from persons under 18 years of age.
- We reserve the right to refuse a booking without giving any reason.
- A security deposit of £150 is required and will be returned within seven working days of the end of your holiday, less the cost of damage/breakages.
- We will consider any request to change dates after confirmation has been issued. We reserve the right to charge an administration fee of £25 in the event a change of booking is made.

Cancellations

- All cancellations must be notified in writing to 9breakwater@gmail.com
- If you cancel your booking, then your deposit will be forfeited.
- If you cancel less than eight weeks before the holiday, the full amount will be charged.

- It is strongly advised that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

Force Majeure

- In these terms and conditions 'Force Majeure' means any circumstances beyond our reasonable control including, without limitation, an act of God, fire, flood, war or acts of terrorism.
- If by reason of Force Majeure the property is not available at the commencement of the time booked by you or the property is unsuitable for letting at that time, we shall not be deemed to be in breach of contract but shall refund in full to you all fees, charges and any deposit paid in advance by you. We will not be liable for any other claim for loss or damage by you.
- Our liability for cancellation will be limited to payments made for the property rental.

Staying at the property

- The maximum number of persons using the accommodation at any time must not exceed seven people.
- Changeover day at the property is Fridays.
- Check in is from 16:00, unless otherwise agreed, and guests are required to vacate the property by 10:00 on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- Guests' belongings, vehicles and their contents are at the client's risk at all times. Our insurance does not cover your property in the cottage.
- The owner does not accept any liability for accidents and injuries sustained during the client's occupation of the property.
- Smoking is not allowed in the cottage at any time.
- Guests are responsible for the safety and security of their children at all times.
- Dogs will only be permitted upon our approval and will only be considered following a request must be made in writing ahead of your visit to 9breakwater@gmail.com
- When the wood burner is lit, use the fire guard. Make sure the fire is extinguished before going to bed or leaving the property.
- Fireworks, lanterns, firepits, candles and portable bbqs are prohibited.
- Wi-Fi – the client agrees to reasonable and lawful usage.
- Domestic electric vehicle chargers (commonly known as a 'granny charger' or a 'trickle charger') are not suitable for use at the property and are strictly forbidden. You are liable for any damage or loss suffered by us due to your unauthorised use of domestic chargers.
- We reserve the right to terminate your rental agreement with immediate effect where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. You'll be asked to leave the property, without any refund of the rental amount paid.

- Non-compliance with the house rules will be considered as a breach of the terms and conditions of the rental agreement. We reserve the right to terminate the booking with immediate effect and without a refund if they do not abide by the rules.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own home.

A detailed welcome pack with more information on the property will be provided on check-in.

Damages and breakages

- In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £150 is required and will be returned within seven working days of the end of your holiday, less the cost of damage/breakages.
- Please treat the facilities and accommodation with due care so that other guests may continue to enjoy them.
- If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action.
- If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly to 9breakwater@gmail.com
- We reserve the right to make a charge to cover additional cleaning costs if the guest leaves the property in an unacceptable condition. These are to be paid for in full within seven working days of notification.
- If any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, gardening, repairs or for inspection purposes.

Our responsibilities

We will ensure that:

- The property is cleaned and ready for the Holidaymakers by the stated arrival date and time;
- Suitable arrangements are made for you to access the property;
- We can be easily contacted (at reasonable times) or will provide you with an alternative first point of contact should you have any concerns or queries during your stay;
- We, and the property, comply with all applicable laws and regulations (including health and safety regulations);
- Adequate liability insurance is in place in respect of your stay;
- You will have exclusive access to the property for the duration of the holiday.