



## GENERAL BOOKING CONDITIONS

1. THESE GENERAL CONDITIONS are to be read in conjunction with any supplementary conditions relating to individual accommodation.
2. **BOOKING.** A deposit of one third of the total plus £20.00 booking fee should be sent to Cottages South West together with the booking form. Deposits will be returned should there be no vacancy for the dates required. The deposit is not normally returnable. For bookings made less than 30 days before the commencement date of the holiday period, payment should be made in full.
3. **AUTHORITY TO SIGN.** The person who signs the booking form certifies that he or she is authorised to agree to the conditions of booking on behalf of all persons included on the booking form, including those substituted at a later date. The signatory must be a member of the party occupying the accommodation.
4. **FINAL PAYMENT.** The balance of the letting charge must be paid 30 days before the commencement of the period booked, failing which the right to hire the accommodation will terminate and the owners will have the right to retain the deposit. Once accommodation has been booked and confirmed, you have entered into a binding contract with the owner.
5. **CANCELLATION.** Any intention to cancel the booking should be notified as soon as possible (by recorded delivery post). In the event of a cancellation, endeavours will be made to re-let the accommodation on the tenants' behalf, but if no re-letting is effected, the tenants will be liable for the full rent due whether or not they occupy the accommodation. This will be covered by the cancellation cover included in the letting price, provided that the reason for cancellation fulfils the cover conditions. If your reason for cancellation is not covered and we can re-let the property, you will only forfeit your deposit plus a £25.00 rebooking charge. Curtailment of holiday is not included in this cover.
6. **NON-AVAILABILITY OF ACCOMMODATION.** In certain, very rare cases, the owner has to cancel all bookings due, for instance, to illness or fire damage. In this case, Cottages South West will use every endeavour to find suitable alternative accommodation, but failing this, the extent of our liability will be to ensure that the full deposit will be returned.
7. **METHOD OF PAYMENT.** All payments may be made by cheque, postal order, cash or debit/credit card. Cheques or postal orders should be made payable to 'Cottages South West'. In no circumstances are post-dated cheques acceptable.
8. **BOOKINGS** will NOT be accepted for all male or all female parties in excess of two.
9. **THE TENANCY** confers upon the tenants right to occupy for a holiday within the meaning of Section 9 of The Rent Act, 1977.
10. **DURATION AND TIMES OF LEASING.** Lettings are for a minimum of one week and a maximum of four weeks. The period booked cannot be exceeded unless approval in writing is given by the owner.
11. **NUMBER IN PARTY.** The accommodation may only be occupied by the persons named in the booking form. No other persons may use the accommodation for any purpose except by arrangement with the owners in writing. The maximum number of persons allowed must never be exceeded (except in addition a baby in a carrycot is allowed).
12. **NOISE AND NUISANCE.** Noise from TV, radio etc. and musical instruments must be restricted to a reasonable level so as not to cause annoyance or disturbance. Tenants must not do anything which may be or become a nuisance or annoyance to the owners or tenants or any neighbouring property.
13. **DAMAGE AND BREAKAGES.** The tenant is responsible for replacing or repairing all breakages, damage or loss or reimbursing the owners for expenses incurred due to damage to property or contents. All damage to property or contents must be reported to the owners.
14. **PETS.** Where particulars state that pets are accepted, please specify what pets will be accompanying you. They are accepted on condition that they are well behaved and house trained and are not left in the accommodation on their own at any time or allowed in bedrooms or on furniture.
15. **LIABILITY.** Neither Cottages South West nor the owners of the accommodation accept any liability whatsoever to any person or member of a holiday booking for any personal injury, loss or damage to personal property however sustained or caused nor for the loss or theft of property and/or money.
16. **THE RIGHT OF ENTRY** to the accommodation at all reasonable times on 24 hours written notice (except in emergency then without notice) is reserved by Cottages South West on behalf of the owner with or without workmen for purpose of inspection or to carry out repairs deemed necessary to the accommodation facilities or equipment including the exterior and garden.
17. In all cases Cottages South West act only as booking agents on behalf of the owners and any contract entered into is one between the tenants and owners of the accommodation and Cottages South West cannot be held responsible for the actions of either party or any consequences arising therefrom, neither is Cottages South West responsible for any obligations or promises made by other parties nor for any disputes resulting therefrom. While Cottages South West have carefully inspected all the accommodation on their register and checked with the owners the description in their brochure, they cannot accept responsibility for any changes of which they have not been notified, nor do they accept responsibility should the accommodation not conform to the tenants' own individual standards. Cottages South West will not be liable for any act, neglect or default on the part of the owners or any other persons nor from any accident, damage, loss, injury, expense or inconvenience, whether person or property which the tenant or any other person may suffer or occur arising out of or in any way concerned with the letting or resulting from any other cause whatsoever.