Booking Terms and Conditions

Contract of Hire: Cornish Holiday Cottages, 'The Agent', act only as agents for the owners of the property, 'The Owners'. Therefore the contract of hire is between, you 'The Tenant' and 'The Owners'.

Deposit: A deposit of 30% of the whole rental is required within 7 days of reservation to secure a booking. Once this and a booking form are received by the agent, and the booking has been accepted, the hirer is responsible for the full rental cost. For this reason, we would urge you to take out a cancellation insurance policy. On receipt of the deposit amount and booking form, the agent will issue a confirmation letter within three days.

Balance: The full balance is due four weeks before arrival. Please note that no reminders will be sent. If a booking is made within 28 days prior to the holiday start date, then the full rental is due immediately to secure the booking.

Method of Payment: We accept payment by credit or debit card, cheque, bank transfer or postal order. Credit cards incur a 1.5% surcharge but there is no charge for payment by debit card.

Cancellations: Together with the confirmation of booking we will send you details of a recommended Cancellation Plan. If you have to cancel before you travel, please phone us immediately and confirm in writing. We will make every effort to re-let the property and, should we achieve this, will refund the full rental (less a £25 administration fee). Otherwise, the full payment remains payable on the due date. In the unlikely event that your holiday accommodation becomes unavailable due to reasons beyond our control, we will offer you alternative accommodation of at least equal standard (if possible). Should this not be possible, or meet with your approval, all monies will be returned in full and we shall not be under any other liability.

Duration of Lettings: Lettings commence from the time stated on your balance confirmation letter and finish at 10 a.m. on the day of departure. Please ensure that you leave on time, as the caretakers have only a short time to change the property over for the arrival of the next visitors.

Complaints: All complaints must be notified to the agents immediately so that an on the spot investigation can be made if necessary and remedial action taken if required. In no circumstances will any complaint be accepted if it is brought to the agent's attention after the holiday letting has ended. Please, therefore, inform us immediately so that we can endeavour to rectify the matter at the earliest possible opportunity. Complaints regarding cleanliness will not be considered if they are raised more than twenty-four hours after arrival.

Tenant's Obligations:

- To pay for all gas, electricity, fuel and telephone charges incurred during a tenancy, unless it is stated that these costs are included in the rental.
- To pay for any losses or damages to the property, however caused (reasonable wear and tear excluded), unless the cost of making good such loss or damage can be recovered under the householders insurance policies maintained by the Owners.
- To keep the holiday property and all furniture, fittings and effects, in or on the property, in the same state of repair and condition as at the commencement of the holiday, and must also leave the holiday property in the same state of cleanliness and general order in which it was found. The owner/agent will be entitled to make an additional charge to the customer if extra cleaning is necessary as a result of the property being left in a dirty condition upon the customer's departure.
- Please help us by stripping all used beds on your departure and leaving dirty linen in a pile on the floor of each room.

Special Requirements: Should you have any special requirements, we will endeavour to meet these, as best as we can. Please notify our office.

Animals: Properties that accept animals, do so on the condition that they are not allowed on any furniture or in the bedrooms. Please clean up after your animal, before your departure. Failure to do so may jeopardise your chance of staying in our properties again and all future persons being allowed to bring their pet.

Old Cottages: Old cottages, built over a hundred years ago, are for the most part charming, idyllic and full of character. However, they have been built before the days of damp proofing and cavity insulation, therefore the occasional damp patch may appear. Please help us to avoid this by allowing air to circulate through the cottage you are staying in and keep condensation to a minimum. We would therefore advise that old cottages renowned for damp, are best avoided by the elderly, very young babies and those susceptible to moist atmospheres.

Towels: Unless stated towels are not provided. Towels are available for hire, please enquire at the office when booking. NB Hire towels and those provided in some properties are for use in the property only, please bring your own beach towels.

Groups: We regret but no groups of over four people, 25 or under, will be permitted to stay in our properties. This is not intended to be discriminatory, but is to protect the Owners interests.

Specifics: The agents do not accept responsibility for changes to specifications during the year. If any item is particularly important to you, please check when booking.

Appliances: In the unlikely event of an appliance breaking down, please report this immediately to the owner, caretaker or agent, where we will undertake to have the matter rectified as soon as possible. Should we not be able to resolve the issue immediately, (e.g. a part may need to be ordered), the Tenants shall have no claim against the Owner or Agent.

Lost Property: Please ensure that you check your holiday property thoroughly before departure for any items that you may have left behind. There is a £10 (minimum) postage and handling fee for the return of any left belongings.

Keys: Please look after your keys/swipecards carefully. If you should lose them please inform our office immediately. Replacement incurs a charge (at cost).

Entry to Property: The tenants agree to allow the owners and the agent reasonable access to the property.

Communicating With You: For the purposes of the Data Protection Act 1998, we are the sole data controller of all personal data provided to us by customers and prospective customers. As Agents we need to pass on some of your contact information to companies or individuals who handle arrangements for your holiday rental, for example the Owner(s), and any Key Holder(s) who need to clean or service the property.

Booking Conditions & Brochure Details: These booking conditions and brochure details override and supersede all previous versions and any previous course of dealings between the parties.

Breach of Conditions: The person making the booking is responsible for the property and ensuring that members of the party observe all aspects of their obligations. To comply with the owner's insurance requirements only the maximum number of persons and animals, shown on the Booking Form, may occupy a property. The ages of all members of the party, 18 years or under must be stipulated on booking form. We reserve the right to refuse or terminate, without refund, any booking where we consider there to be a breach of our terms and conditions.

Booking Form

Please return to:

Cornish Holiday Cottages, Killibrae, West Bay, Maenporth, Falmouth
Cornwall TR11 5HP www.cornishholidaycottages.net Tel: 01326 250339

Property details

Please reserve the property: _____

For _____ weeks holiday.

From: _____ To: _____

At the rate of £ _____ per week

Your details

Surname: _____ Initials: _____ Title: _____

Address: _____ Telephone Number (Day): _____

Mobile: _____

Email: _____

Notes:

Postcode: _____

Country: _____

Your party details

Other members of the party (please give ages if under 25)

Surname	First Name	Relationship	Age

Extras: (please tick)

- ☐ Cot (where not included) @ £15.00 per week each
- ☐ Pets (where permitted) @ £20.00 per week each Name(s): _____
- ☐ Other extras @ £ _____ per week.

Continued >

Payment details

Paying by cheque (Please make cheques payable to Cornish Holiday Cottages)

I enclose a cheque for £ _____ being a 30% deposit (to the nearest pound) ☐ the whole rental ☐

Paying by credit card

I authorise Cornish Holiday Cottages to charge my account with

the 30% deposit ☐ whole rental ☐ balance ☐ amount of £ _____ for my holiday.

Credit cards incur a 1.5% surcharge, no charge for debit cards.

☐ Debit ☐ or Credit card (please tick)

Card Number ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date: ☐☐ / ☐☐

Issue Number* ☐☐ and / or Start Date* ☐☐ / ☐☐ *For Debit Cards please provide.

Security Code ☐☐☐ The last three digits at the end of the long number on the signature strip on reverse of card.

Cardholders Name: _____

Address: (if different from above) _____

Postcode: _____

PLEASE SIGN HERE

Signature: _____ Date: _____

The person named on the booking form certifies that he or she agrees to the booking conditions overleaf on behalf of all persons included on the booking form.

Where did you hear about us?

Please be kind enough to state where you heard about Cornish Holiday Cottages or if you are a previous guest. (Please tick all that apply)

Publication: ☐ Internet site: ☐ Recommendation: ☐ Previous guest: ☐

For office use only

Total Rental:	£ _____	CHQ/CARD/BTR	BOOKING REF	
Deposit:	£ _____	CHQ/CARD/BTR	BCQ	BRO
Balance:	£ _____	CHQ/CARD/BTR	BCQ	MAP
Extras:	£ _____			
Security Deposit:	£ _____	RET Date: _____	CHQ/CARD	