

Booking Conditions

Deposits

A provisional booking can be made on receipt of a non-refundable deposit, being 30% of the holiday price (to the nearest pound). A confirmation of the booking will be sent by email and at that point a legal contract has then been formed.

Bookings must be made by a lead name of the party, who must be over 18 years of age. When a booking is made within 8 weeks (56 days) of the arrival date, the full holiday price, and any additional extras (if applicable) must be paid at the time of booking. There is a 3% charge on credit or debit cards.

Final Payment

The confirmation will show the balance due including any additional costs (if applicable) and will indicate the balance due date. The full balance must be paid no later than 8 weeks prior to the start of your holiday. There is a 3% charge on credit cards and debit cards.

Cancellation Charge

Should you have to cancel your holiday for whatever reason, we require all cancellations to be notified by telephone and confirmed in writing or by email to us at The Croft. Without written confirmation or email we cannot process your cancellation. On receipt of the written cancellation we will endeavour to re-let the property. If we succeed in re-letting the property for the whole period, a refund of the holiday cost less the non-refundable deposit will be made less an administration fee of £15. The amount refunded will reflect the price achieved at re-sale.

Holiday Insurance

Your booking is a legally binding contract, and like all contracts you should protect yourself in case things go wrong. To avoid the added stress of cancellation charges and for your complete peace of mind we highly recommend that you take out holiday cancellation insurance. An adequate insurance should cover you against all travel or accommodation deposits or charges which you have paid or are contracted to pay in respect of any or part of the holiday which you are prevented from undertaking and where the appropriate premium has been paid. The insurance should cover cancellation or curtailment of your holiday due to death, injury, illness, redundancy, summons for jury service or as a court witness, your home becoming uninhabitable or you being required to assist in police enquiries. Close relatives who are not travelling, are usually also protected if you cancel your holiday due to their death, suffering severe accidental injury or a serious illness. If you have to cancel for a reason not covered by insurance, the same charges apply.

Changing a Booking

A change of holiday accommodation after the deposit is received constitutes a cancellation. If you need to change the date, we will endeavour to do so.

Administration Charges

We will make an administration charge of £15 for the following: cancellations, change of booking, left property returns (at our discretion), and cheque payments not honoured.

Extras

These are shown in each property description and will be charged at the rates shown. The charge will be shown on your booking confirmation. Where damage deposits are charged, they will be refunded during the 2 weeks after departure if no damages occurred.

Departure and Arrival

Accommodation is available from 3pm on the day of arrival until 11am on the day of departure (unless otherwise stated). All units are furnished and equipped for the number of persons stated in each description.

Price Changes and Alterations

We reserve the right to amend any prices or details due to omissions or errors.

Payment Method

Our preferred method of payment is by bank transfer/ BACs however payment can be made by cheque and made payable to Laura Pearce. We also take debit and credit card (3% fee on credit cards) payments. Overseas holidaymakers must pay by debit/credit card only

Restrictions

Unfortunately we cannot accept bookings from all male or female parties comprising more than three people or groups of single persons under the age of 25.

Holidaymakers Agreement

Holidaymakers must agree to:

- a. pay for any additional costs as stated on the accommodation details.
- b. pay for any losses or damage (excluding reasonable wear and tear), unless the costs can be fully recovered under the owners insurance policy. Some properties require a security/damage deposit, details will be shown in the individual descriptions.
- c. take good and reasonable care of the property and to leave the property and all equipment in a clean and tidy condition.
- d. permit the owners and agents reasonable access to the property.
- e. abide by and not exceed the total number of persons in the property as stated on the property details.
- f. report to the agent or the owner any items missing from the inventory (if provided).

Non-Availability of Property

Should the case arise that the property, for reasons beyond our control, is not available after booking has taken place, all charges paid in full by the holidaymaker will be returned in full. The holidaymaker will have no further claim on the owner or the agent.

Legalities

The 'lead party' name must take responsibility for the entire party booking. Should any of the party members not conform to any of these conditions, we reserve the right to enter the property and terminate the tenants.

These booking conditions were completed on 13th March 2015