

TERMS AND CONDITIONS

We want everyone to enjoy their stay at Fistral Cottage, Newquay and so that we can offer an excellent booking service and maintain comfortable accommodation for all our guests we have the following Terms and Conditions.

Fistral Cottage sleeps 6 plus cot

Heating, water, bed linen (except cot linen and beach towels), duvets and pillows are included in the tariff charged. Towels are not to be used outside the property or at the beach

Booking can only be accepted by persons over 25. We only accept bookings from either one couple or a family group. Single sex groups are not accepted. Sub lettings or transferred lettings are not permitted. The maximum number of persons allowed at the property is 6 (excluding infant in cot) and must **NOT** be exceeded.

Deposit: A deposit of £200 must accompany the booking form and must be paid within 7 days of the telephone reservation. Deposits are non-refundable.

Bookings are offered from Saturday to Saturday. Outside the main holiday periods and during the winter, mid-week or short breaks can be arranged. When we receive your booking form and deposit, we will send you confirmation of booking and details of the balance due. Provisional bookings will only be held for 7 days pending receipt of your deposit.

Late Bookings: Bookings made less than 6 weeks before the starting time of the holiday should be accompanied by the full payment. Please allow 14 days from the time you send the booking to the time you receive our confirmation.

Balance of Payment: Once a booking is confirmed the Guest is responsible for the balance of the cost of the holiday which should be paid at least 4 weeks before the holiday start date, together with a refundable Good Housekeeping Bond of £100. The refundable Good Housekeeping Bond will be refunded by cheque within 2 weeks of the end of your holiday, less any charges considered appropriate. Please make cheques payable to Sophie Banks or a bank transfer can be arranged.

Non-Payment of Balance: Fistral Cottage reserves the right to re-let any holiday where the balance outstanding is more than 2 weeks in arrears. However if we are unable to re-let the holiday you will remain liable for the outstanding balance.

Cancellations: Should you need to cancel your holiday, please telephone immediately on 01213731388 or 07817354133, followed by a confirmatory letter. Guests are reminded that they are legally responsible for the full amount should the accommodation not be re-let. However we will do our utmost to obtain a replacement letting and if successful the balance of the cost will not be due, or if already paid, will be refunded. Unfortunately the deposit will not be refunded.

We strongly advise you to take out holiday cancellation and personal insurance for your trip.

Damage and breakages: The cottage must be left clean and tidy. Any breakages or damage to the cottage must be reported immediately in order to allow time for repair before the next guests arrive. There will be a charge for losses/breakages and the Good Housekeeping Bond may be adjusted should any extra cleaning be required. If damage/loss exceeds the £100 bond, you will be invoiced for the difference.

Every effort is made to ensure all items of equipment described and supplied by the Owner are in good working condition. However, no guarantee is given or liability accepted if any breakdown occurs. Repairs are always rectified as soon as possible. However delays do occur.

No smoking and No pets. Fistral cottage operates a strict no smoking and pet free policy. Failure to comply with this policy will result in you being asked to leave without compensation.

Sky: Any purchases made from Sky Box Office or "excessive" use of Broadband will be deducted from the Good Housekeeping Bond.

Personal Injury: Fistral Cottage does not accept any responsibility for personal injury to guests, loss of or damage to their property, or for any other matters over which Fistral Cottage has no control. There is a designated car parking space to the left of the cottage. The vehicle is parked there at the owners risk. Please ensure that all valuables are taken out of the car as we cannot be held responsible for any loss or damage.

Breaking the Terms and Conditions: Your rights to occupy the property may be forfeited without compensation if : (a) More people than specified on the booking form and / or the number the property holds, attempt to take up occupation. (b) Any guests are entertained without the owners express permission. (c) Any activity is undertaken which may cause unreasonable damage, noise or disturbance. (d) The cottage is used for accommodating an either ALL male or female party. (e) Pets on the premises.

Access by the owner: The property owner or our representative shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy.

Complaints: Every effort has been made to ensure that you have an enjoyable and memorable holiday. I however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is essential that you contact us immediately if any problem arises so that it can be speedily resolved. Discussion with us whilst you are in residence usually enables shortcomings to be rectified immediately. Under no circumstances will compensation be made for complaints raised after the tenancy has ended when you have denied us the opportunity of investigating the complaint and endeavouring to put matters right during the tenancy.

Arriving & Departing: In order that your accommodation can be properly prepared, it is important that you do not arrive before 3pm and that you depart by 10am.

Declaration: I declare that I am over 25 years of age. I agree to be held responsible for the balance of hire terms which become due on the date detailed in your confirmation letter. Once a deposit has been received it is deemed that you agree to these Terms and Conditions.