









North Cornwall Holiday Lets – Payment Terms

-  A non-refundable deposit of 25% of the holiday price is payable at the time of booking.
-  Full payment is due 8 weeks before your arrival date – this payment due date will be detailed in your booking confirmation e-mail.
-  For bookings made within 8 weeks of the arrival date full payment is required at the time of booking.
-  A security/damage/extra cleaning deposit of £150 is also required at the time full payment becomes due – this will be refunded via BACs once we have received confirmation that chalet has been left in a clean and tidy condition with no damage or breakages. This will be within one week of your departure and is usually on the day the departure. There will be a charge for losses/breakages and the security deposit may be adjusted should any extra cleaning be required. If damage/loss exceeds the £150, we will issue an invoice for the difference which will be due for immediate payment.
-  Late payment of the 25% deposit, full payment and security deposit may result in your booking being cancelled – if you find that the full balance and security deposit will not reach us by the due date it is imperative that you contact us.
-  Cancellations will only be accepted in writing. We will endeavour to re-let the chalet for the period concerned, however this is at our discretion and entirely from a customer service and goodwill perspective. If re-letting can be arranged we will refund monies paid, less a £50 administrative charge, and any discount we had to offer to enable the re-let.

