



## North Cornwall Holiday Lets – Booking Terms and Conditions

### PLEASE READ CAREFULLY

An accepted booking is a legally binding contract and therefore when you make a booking with us, North Cornwall Holiday Lets (NCHL), you are agreeing to comply with the Terms and Conditions below which are thereby deemed to have been accepted by you.

#### 1. Bookings - General

- 1.1 Bookings are Friday to Friday. Short breaks Friday-Monday or Monday-Friday are available outside the peak holiday times.
- 1.2 Arrival time – strictly after 4.30pm.
- 1.3 Departure time – strictly by 9.30am.
- 1.4 The Chalet number the booking is in respect of is detailed on the booking form.
- 1.5 Bed linen and towels are NOT provided, duvets and pillows are provided.
- 1.6 If booking two consecutive weeks we offer £30 discount off the total holiday price.
- 1.7 If you re-book for the next year within two weeks of your departure date we offer that booking to you at this year's prices (as per full price list, not including any discounts).

#### 2. Booking Restrictions

- 2.1 Bookings are only accepted from persons aged 18 or over.
- 2.2 Booking forms must list the names, addresses and ages of all your party and only those listed on the form are entitled to use the accommodation. We reserve the right to terminate the booking without notice and without refund in the case of a breach of this condition.
- 2.3 Under no circumstances can you re-let or sub-let the chalet, even free of charge.
- 2.4 NCHL, and the Site (Atlantic Bays), cater for families and couples only and we reserve the right to refuse bookings from either single sex groups or groups of young adults.
- 2.5 Bookings are accepted for the purpose of holiday accommodation.
- 2.6 NO pets of any kind are allowed on the chalet site at all.
- 2.7 NO smoking is permitted in the chalets.
- 2.8 The chalets can accommodate 4-6, however our standard let is for 4 persons only. If your party consists of more than 4 please contact us prior to booking to discuss.

#### 3. Payment

- 3.1 A non-refundable deposit of 25% of the holiday price is payable at the time of booking.
- 3.2 Full payment is due 8 weeks before your arrival date – this payment due date will be detailed in your booking confirmation e-mail.
- 3.3 For bookings made within 8 weeks of the arrival date full payment is required at the time of booking.
- 3.4 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.

- 3.5 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.
- 3.6 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.
- 3.7 **We strongly advise that you take out comprehensive Holiday Cancellation Insurance – if you choose not to do so then you accept responsibility for any loss you may incur due to your cancellation.**
- 3.8 We will not cancel your booking except in exceptional circumstances beyond our control. In such an event we will notify as soon as possible and promptly refund all payments made. Our liability for cancellation will be limited to payments made to us.

#### 4. Your Responsibilities

- 4.1 To ensure that all the information provided on the booking form is true, accurate and current. If any details change (party members, addresses, e-mail address, telephone number etc) you must advise us promptly.
- 4.2 To ensure the chalet is occupied/used for the purpose of a holiday and by you and your party (listed on booking form) only.
- 4.3 To ensure you bring bed linen with you and it is used on all beds.
- 4.4 To ensure the property and its contents, fittings, equipment etc are treated with respect. If any breakages or damage occurs this must be reported immediately in order to allow time for repair before the next guests arrive.
- 4.5 To ensure that all windows are closed, plus the door is closed and locked when leaving the chalet vacant and at the time of departure.
- 4.6 To close curtains/blinds when the chalet is vacant to protect the contents from the strong Cornish sunshine.
- 4.7 At departure, all curtains and blinds must be left closed/down.
- 4.8 To arrive after the detailed arrival time and leave by the detailed departure time.
- 4.9 To leave the chalet in a clean and tidy condition on your departure, as it was on your arrival.
- 4.10 To keep noise to a minimum between the hours of 11pm and 7am and be respectful of neighbouring chalets and their occupants.

#### 5. Our Responsibilities

- 5.1 To ensure the chalet is well maintained to provide you a clean, tidy and comfortable facility with furniture, fittings and equipment as detailed/described.
- 5.2 To make every effort to ensure all items of equipment described and supplied 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 out of our control may occur.

- 5.3 To ensure that the chalet is available for use by you and your party as per your booking.
- 5.4 To respond to queries, complaints or any problems which arise in a prompt and timely manner.
- 5.5 To ensure the damage deposit payment is refunded in a timely manner.
- 5.6 To provide full details in the event of the damage deposit not being returned in full.

## 6. General

- 6.1 Bedlinen and towels are NOT provided, however packs can be hired from the Site (Atlantic Bays) reception. These should be booked in advance by contacting the site directly - they will be aware of your impending stay.
- 6.2 On your arrival and at departure you are required to sign in / out at the Site reception.
- 6.3 On arrival you will be provided with an 'information pack' at reception which includes Site information, details of local attractions and money off coupons/vouchers for such attractions.
- 6.4 No ball games or flying of kites within the chalet site are allowed – there is a field available opposite reception for ball games/kite flying.
- 6.5 Toy guns including BB guns or catapults are not permitted anywhere on the park.
- 6.6 Riding bicycles / scooters must be carried out with due care and attention and consideration for other holiday makers.
- 6.7 Parents/Guardians will be responsible for their children's actions. Children under 16 years of age must be supervised by an adult at all times.
- 6.8 The Site speed limit is 5 mph. Drivers must be insured and have a valid driving licence.
- 6.9 Parking is available throughout the site so you should be able to get your car close enough to where you are staying, however this is not a guarantee.
- 6.10 Vehicles must not be driven on grassed areas – unloading must be done from parking areas. Vehicles must park in a marked bay.
- 6.11 Vehicles and belongings are left entirely at your risk. NCHL or the Site are not responsible for any loss or damage from any cause whatsoever.
- 6.12 No rubbish is to be left in the chalet or outside of it. Please dispose of rubbish in the designated areas.
- 6.13 Please do not flush sanitary products, baby wipes or nappies down the toilets.
- 6.14 BBQs / open fires / fire pits / chimneys are not permitted on the chalet site park due to fire hazard. For BBQs please use the designated area.
- 6.15 The Site has the right to adjust entertainment / activities dates and opening hours of facilities without prior notice.
- 6.16 We are only responsible for the maintenance and repair of our chalets – all other parts of the chalet site and facilities are maintained and repaired by the Site.
- 6.17 We do not accept liability for any personal injury, loss, damage or theft of your property or belongings, however caused or sustained.
- 6.18 Force Majeure - NCHL and the Site cannot be liable for things which are beyond our control. Fire, flood, natural disasters, riots, break in, criminal damage, industrial action, weather damage, war, terrorist activity or epidemics are not deemed our responsibility.