

sANDPIPER

HOLIDAY COTTAGE
MOUSEHOLE, CORNWALL

Terms & Conditions

Reservation

- You can make a reservation through our website www.sandpipermousehole.co.uk via the 247 booking system, by post or over the telephone.
- Your reservation is complete once you have received confirmation from Sandpiper Mousehole via email and following Sandpiper Mousehole's receipt of your 20% deposit in cleared funds or the full amount if less than 8 weeks before your holiday (see Deposit below).
- We shall hold your provisional reservation for 7 days. If we have not received your deposit within 7 days, we reserve the right to cancel the booking.
- Unfortunately, Sandpiper Mousehole cannot accept any reservations made for groups of people under the age of 25 years old.
- In the unlikely event Sandpiper Mousehole is not able to be occupied following for example fire or flood etc, you will be advised as soon as practically possible and a full and immediate refund will be made of all sums paid by you.

Booking Deposit

- A non-refundable deposit of 20% of the full tariff is payable at the time of booking (the "Deposit"). The balance of the tariff must be paid at least eight weeks before the start date. If your holiday begins less than eight weeks from the time of booking, the full tariff is payable on booking.

Confirmation of booking

- The Deposit shall be treated as part payment of the total sum due for the holiday. All charges (including the amount of the Deposit) are shown on the Confirmation of Booking. Once a Confirmation of Booking has been issued, you are responsible for the total advertised price of Sandpiper Mousehole as shown on the Confirmation of Booking.

Cancellation

- We recommend you take out your own travel insurance to cover you in the event you are compelled to cancel your holiday
- If you cancel the reservation giving at least eight weeks' notice, you will forfeit the Deposit only.
- In the event of cancellation less than eight weeks before a holiday begins, and Sandpiper Mousehole is unable to re-let the property for that period, the whole tariff is payable.
- If you cancel the reservation giving less than eight weeks' notice, but Sandpiper Mousehole is able to re-let the property, you will be liable to forfeit the Deposit and to pay the difference between the full tariff quoted to you in the Confirmation of Booking, and the price at which the property has been successfully re-let.
- Where a reservation is cancelled, an administration fee of £15 may be payable at the sole discretion of Sandpiper Mousehole.
- Failure to pay the full tariff quoted in the Confirmation of Booking at least eight weeks before the commencement date of the letting shall be treated as a cancellation and will be subject to the above.

Breakage and Cleaning Deposit

- A security deposit of £50 per booking is payable, to be paid with the final payment eight weeks before booking, or on booking if booked later.
- Amounts will only be withheld should any significant additional cleaning be required or for breakages, damage or repairs needed to the property
- The full or balance of deposit will be refunded within 14 days of departure

Arrival and Departure

- All holidays start and finish on a Saturday

- Lettings commence at 3:00pm on the day of arrival and terminate at 10:00am on the day of departure (unless otherwise agreed in writing by Sandpiper Mousehole).
- The maximum letting period is 28 days.

Short Breaks

- Please contact Sandpiper Mousehole to discuss availability for short breaks. 3 nights minimum, from 75% of weekly tariff

Your Obligations

You (and all other members of your party) agree to the following conditions:

- a) To pay for any losses or damages to the property, and any additional charges where necessary.
- b) To take good care of the property and leave it in a tidy condition at departure to the reasonable satisfaction of Sandpiper Mousehole.
- c) To permit representatives of Sandpiper Mousehole reasonable access to the property.
- d) Not to part with possession of the property, or share it, except with members of the party listed on the booking form.
- e) Not to exceed the total number of people stipulated in the property description.
- f) To vacate the property by 10:00am on the day of departure (unless otherwise agreed in writing).
- g) To ensure that all kitchen equipment (including, but not limited to, crockery, cutlery and utensils) are washed and put away in the cupboards provided.
- h) Not to sell or transfer the reservation
- i) Not to allow cots to be used by children over the age of 24 months.
- j) To respect any neighbours of the property.
- k) Not to smoke
- l) One well behaved dog is welcome on payment of the £20.00 supplement. Please ensure any fouling is cleared and bagged before placing in the dustbin.

Method of Payment

- Payments may be made by cheque (drawn from a UK bank only), credit/debit card via 247 booking system or bank transfer.
- Cheques should be made payable to Sandpiper Mousehole.
- Post-dated or undated cheques are not acceptable.
- All payments must be sent to Sandpiper Mousehole c/o ACS Accounting, Suite 3 Market House, 19-21 Market Place, Wokingham, RG40 1AP
- Any charges raised against Sandpiper Mousehole by their bank for handling dishonoured cheques, bank transfers or any other payments will be passed on to you and you are liable to reimburse Sandpiper Mousehole within seven days of receipt of notification
- Overseas applicants may pay by Sterling cheque drawn on a UK bank or by telegraphic transfer to Sandpiper Mousehole's own bank (details available on request). Any charges for payments from overseas will be passed on to you.

Linen

- Towels (not beach) and bed linen are provided at no extra charge. Please do not wash them.

Complaints

- Sandpiper Mousehole tries to take every care to prepare the property to a standard whereby you will enjoy your holiday. If a problem or cause for complaint does arise, please contact the property manager immediately (see welcome pack). Every effort will then be made to assist you. It is frustrating for all parties if you write after your holiday to inform Sandpiper Mousehole of a problem that could have been solved had Sandpiper Mousehole known at the time.
- If Sandpiper Mousehole or the property manager were denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the letting, then this may result in a reduction of any compensation payable to you arising out of such a complaint.

All correspondence to:-

Sandpiper Mousehole, c/o ACS Accounting, Suite 3 Market House, 19-21 Market Place, Wokingham RG40 1AP Telephone: 0118 978 5433. (International: +44 118 978 5433).
E-mail: info@sandpipermousehole.co.uk www.sandpipermousehole.co.uk