

# ARDEVORA COTTAGES

ARDEVORA MILL, PHILLEIGH,

TRURO, CORNWALL, TR2 5LZ



## BOOKING TERMS & CONDITIONS

Your contract is with the Owner of 'Ardevora Cottages', Mr A G and Mrs T J L Pitman. Please read these terms and conditions carefully before booking. When you make a booking and you receive a booking confirmation, a legally binding contract is made.

1. The person signing the booking form must be a member of the party and over 18 years old. Bookings will not be accepted for unaccompanied persons under 18 years, or for all male or all female parties, except by prior arrangement.
2. The Owner, prior to your booking being confirmed, will require a deposit of 25% of the total rental fee.
3. On receipt and acceptance of your booking form and deposit the Owner will send you a booking confirmation and receipt. This acts as acceptance of your booking in accordance with these terms and conditions. A booking is only deemed to have been contracted when the Owner has banked the payment and sent a receipt confirming the booking for the correct dates. Any previous action is merely a tentative booking and not binding on either party.
4. Your booking confirmation details what the Owner has agreed to provide. You must check it carefully as soon as you receive it. If it appears incorrect in any way you must notify the Owner immediately as it may not be possible to make amendments at a later stage.
5. If you wish to change any booking details after your booking has been accepted, the Owner will make all reasonable efforts to make requested changes. Any amendments must be received in writing from the person who signed the booking form.
6. The balance of your total rental fee must be paid, in full, 8 weeks prior to commencement of the holiday. If payment is not made on time, the Owner has the right to cancel your booking and levy a cancellation charge. In addition the sum of £75 should be included in the balance payment which represents a returnable damage deposit. Subject to no breakages or damage this will be returned to you within 14 days of the end of your hire period.
7. If you wish to cancel your booking after it has been accepted, the person who signed your booking form must send signed instructions to the cottage Owner. You will be required to pay cancellation charges on the scale shown below. Taking out cancellation insurance may cover this eventuality; you will be sent a proposal form with your booking confirmation.

Period before commencement of your holiday.	Amount of cancellation charge shown as a percentage of the total rental fee.
More than 56 days	Deposit only
28 to 55 days	50%
14 to 27 days	75%
4 to 13 days	90%
0 to 3 days	100%

8. No smoking and no pets are permitted at 'Ardevora Cottages'.
9. The accommodation is designed and equipped to accommodate up to the number of occupants as stated in our brochure and advertisements. Only persons stated on the booking form are allowed to sleep in the accommodation. Subletting or sharing of the holiday accommodation is not permitted.
10. No refunds will be given for early departure.
11. 'Ardevora Cottages' are for use as holiday accommodation only, there is no right to remain in the cottage after the holiday.
12. Incoming guests will not be able to access the accommodation before 4 p.m. on arrival day and the cottage must be vacated by 10.00 a.m. on the morning of departure.
13. The Owner shall do all that he/she can to ensure the accommodation is clean and comfortable for your arrival and it will be appreciated if you will try to leave it as you find it. Breakages or damages to the property and/or contents should be reported and paid for prior to departure.
14. The right of entry is reserved during reasonable hours for inspection or repair as deemed necessary.
15. The Owner reserves the right to re-let the property unclaimed after 48 hours of the holiday commencement date unless otherwise notified.
16. The Owner reserves the right to refuse booking applications, or to evict and terminate holiday accommodation arrangements without notice, if any person(s) in your party cause a disturbance. The Owner's responsibility for your holiday thereupon ceases. Full cancellation charges will apply and the Owner will be under no obligation whatsoever for any refund, compensation or costs that you may subsequently incur.
17. The Owner shall be under no liability whatsoever for any injury arising to any person(s) staying at 'Ardevora Cottages' nor does he/she accept responsibility for any damage or loss to personal property, motor vehicles, brought into the property or onto the land belonging to the property.
18. If you have a problem with the holiday cottage you must report it immediately to the Owner. Unless there is a valid reason why you failed to report your complaint immediately, the Owner will not be held liable for those complaints.
19. If circumstances beyond the Owner's control make it necessary to alter or cancel your accommodation arrangements the Owner's liability will be limited to the refund of the full amount of monies paid to the Owner.
20. The Owner cannot be held responsible for failure of public services (e.g. water and electricity) or disturbance that is beyond his/her control. The Owner will endeavour as far as he/she is able to ensure that any failure or disturbance is corrected as quickly as possible.
21. The person signing the booking form is at all times responsible for all members of his/her party and should make sure they are aware of these booking conditions. If these booking conditions are contravened in any way the Owner of the cottage is permitted to refuse the right of entry to the property and no monies will be refunded.