

Harbour Garden Cottage

Terms and conditions

All bookings accepted by Serena Tucker are subject to these terms and conditions.

A signature on the booking form indicates acceptance by you, the hirer, and all persons in your party of acceptance of all terms and conditions.

By signing the booking form you agree to take legal responsibility for all members of your party, and agree to ensure that they are aware of these terms and conditions and that they meet their obligations arising from them in every way. You will also be legally liable for any acts or defaults of any members of your party as if their acts were your own.

Booking procedure

Once you have checked online availability please contact Serena Tucker who will provisionally hold your request for five days from initial date of contact.

To secure your booking we require you to sign and complete the booking form and return it with a 25% deposit of your total hire cost (Cheque made payable to Serena Tucker).

The deposit is non refundable.

Upon receipt of the signed booking form and deposit a holiday confirmation shall be sent.

The total balance is due for payment 28 days before arrival. Non payment of the balance by this date shall be deemed to be a cancellation.

Cancellation by you

If you cancel more than 28 days prior to your arrival date then you will have to pay 50% of your total hire cost.

If you cancel within 28 days of your arrival date then you will have to pay the full hire charge.

We will make every effort to re let the cottage and if successful will refund you all but a £100 cancellation fee.

We strongly recommend that you obtain appropriate holiday insurance.

Cancellation by us

We reserve the right to refuse any bookings and to cancel any bookings already made if the property is unavailable (e.g. Fire, flood etc.,) for any reason whatsoever, subject to a full refund of all monies paid. We accept no liability if such cancellation occurs.

If in our opinion any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties the contract will be treated as terminated and we reserve the right to repossess the property with immediate effect.

Arrival and departure

You are requested to arrive no earlier than 3pm on your arrival date and must vacate the cottage by 10am on your date of departure.

Damaged and breakages

You are asked to leave the accommodation clean and tidy, we reserve the right to make a charge for extra cleaning if the property is not left in a satisfactory condition. Please report all breakages as soon as possible so that replacements can be arranged both for your comfort and those that follow.

You undertake to keep the property and all of its belongings in the same state of repair and condition as at the start of the hire period, and are responsible for making good any damage which has occurred due to negligence or irresponsible behaviour.

Liabilities

We do not accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, it's plumbing, Gas, Electricity or exceptional weather. We shall have no liability for any death or personal injury occurring during the period of the hire contract.

Pets

Well behaved pets are welcome by agreement at time of booking, they are not allowed upstairs. Animal hairs must be removed from carpets and furniture before departure. Pets must not be allowed to soil the garden. Please bring your pets own bed and feeding bowls. Pets are not allowed on furniture and must never be left in the property unattended.

Smoking

Smoking is NOT allowed inside the property at any time.

Rights of access

We reserve the right to decline accommodation. We have the right of access at all reasonable times with or without workman for the purposes of inspection, or to carry out work deemed necessary to the property or equipment.

Security of tenure

You agree that as the property is used for short term hire as holiday accommodation it is exempt from security of tenure under the rents acts.