

East Catholes Booking Terms & Conditions

Please read and ensure you understand these booking terms and conditions.

Please contact us if anything remains unclear so we can then explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions and are made between the owner of East Catholes and the person or persons making the booking.

- A contract between you and the owner will come into existence when we receive payment and accept your booking by issuing a confirmation of booking for the holiday dates shown in the rental agreement. All rights of occupancy for the exclusive use of the property as a holiday let begin at 4pm on the first day of the booking and cease at 10am on the day of departure, such dates being determined by the rental agreement.

- The contract determined by these terms and conditions and any rental agreement entered into as a consequence of the booking being made on a social media website binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

- If the booking is made on www.eastcatholes.co.uk then a non-refundable deposit of 25% of the holiday price is payable at the time of booking. Bookings made less than six weeks before your arrival date must be accompanied by the full amount of the holiday charge. If the holiday has been booked through a website such as TripAdvisor, HomeAway or Airbnb then payments are to be made in accordance with those sites' terms and conditions.

- The balance must be paid so as to arrive no later than six weeks before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation **** (and you will remain liable to pay the balance of the rent) ****

- All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 6 weeks before it is due to start then you will forfeit your deposit.

**** (If you cancel less than 6 weeks prior to the holiday then the full balance remains due and is not refundable.) ****

- We strongly advise that you take out comprehensive travel insurance. If you choose not to, then you accept responsibility for any loss however incurred.

- Your booking may only be cancelled by the owner in exceptional circumstances beyond our control. In the unlikely event of cancellation notification will be given as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

- The number of persons using the accommodation at any time must not exceed 8 and only those people listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- The owner or his representative reserves the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Holiday lets normally commence at 4pm unless otherwise agreed and guests are required to vacate the apartment by 10am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests. On departure you must ensure all the bins are emptied and that the rubbish is taken to the bin facilities at the bottom of the drive close to the golf club. Crockery and cutlery should be washed before departure.
- Pets are allowed into the property subject to the acceptance of the owner at the time of booking. Pets are not allowed on the furniture and are not allowed upstairs.
- The property has a no smoking policy.
- In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- Damage to property - Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
- Remind your guests to lock the doors and close the windows when they leave the property unoccupied.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sub-let the property, even free of charge. The internet connection is available (at no extra cost) subject to technical availability.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- All inventory must remain in the property it was in at arrival and not be taken to another property.

-We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort, or health of others.

-Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported to us/the property manager at the time and only reported after the client has returned from holiday will not be considered by the owner.

-This property is privately owned and sometimes used by the owner for his own enjoyment. We very much hope all guests enjoy the facility and ask that the property be treated with the same respect that they would with their own home.

-Children must be supervised at all times in the house and the garden. Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision. Use of all of the facilities of the properties are entirely at the risk of the holidaymakers. Beware of the river that runs through the grounds of the property.

-Candles are not permitted inside the property.

-We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.

-The property owners take no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.