

## **THE NOOK TERMS & CONDITIONS OF BOOKING**

Please read our terms & conditions of booking below, as your booking constitutes acceptance thereof.

### **Booking & payment details**

To confirm a booking we require a completed booking form & a deposit of 25%. You must make sure this reaches

us within 7 days of your email or telephone reservation. Upon receipt of booking form & deposit, we will send you

a confirmation of booking. This constitutes a contract between you & the owner. The balance must be paid at least

2 months before the start of the holiday, otherwise we may treat the booking as cancelled and make every effort

to re-let the accommodation. Where a booking is made within 2 months of the stay, the full balance is due at the

time of booking.

### **Prices**

The price of the accommodation includes for water, gas, electric, hot water, central heating, bed linen, towels,

cleaning and VAT. All food, washing up liquid, dishwasher & washing machine powders should be brought with you.

### **Occupancy**

The number of people occupying the accommodation shall not exceed 2. Occupants must be over the age of 18 at the start date of the holiday. An exception to this condition will be considered for your baby on request.

### **Pets & no smoking policy**

We operate a strict no smoking policy at The Nook. Pets are not allowed.

### **Arrival & departure**

Your accommodation will be available to you from 3.00pm on the day of arrival, unless otherwise arranged.

Please be ready to leave the accommodation by 10.00am on the day of departure, to give us adequate time to prepare the Nook for subsequent guests. Please try to leave the accommodation as clean and tidy as possible.

### **Damages & breakages**

Please take care with our properties. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

### **Security**

You are responsible for leaving the accommodation secure when you leave it unoccupied during the period of the let.

### **Cancellation**

If you are compelled to cancel your holiday more than 2 months before the start of the holiday and if we are able to re-let the property, your deposit will be refunded, less an administration charge of £25. Should cancellation take place less than 2 months before the start of the holiday the rental is payable in full unless the property can be re-let. It is therefore recommended that you consider taking out suitable holiday cancellation insurance which is inexpensive and can be obtained from any good insurance broker.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Non-availability of accommodation**

If for any reason the property is not available due to circumstances beyond our control (e.g. by fire damage or some services fault) then we would refund all monies paid by you for the holiday.

### **Complaints & Breach**

We hope that you will have a pleasant stay, however if you do have a complaint please contact us immediately so we can investigate it straight away and before the holiday ends. We cannot accept claims after you have returned home.

We reserve the right to terminate the contract without notice or refund for a breach of these 'terms and conditions'