

## Your conditions of hire

Please leave your cottage in a clean and tidy condition that you would expect to find it in to avoid additional penalty costs. Thank you.

### Cove Cottages fair trading terms

Please read this carefully. When you book your holiday with us you are entering into a contract that binds you and us in various ways. We have clearly set out the booking conditions with a list of responsibilities and commitments you and we have towards each other.

#### 1. Terms

All terms are per week for the holiday home as equipped and described. **The usual time of takeover is 2.30 pm (subject to unavoidable delays). Check out time is 9am on the day of departure.** You are obliged to leave everything in a clean and tidy condition. Failure to do so will result in the forfeit of your £100 cash deposit (see clause 12). You are responsible for any damage done or loss sustained during your stay and prices for damages will include VAT.

#### 2. Booking Confirmation

The submission of the completed booking form shall constitute an offer by the client and a contract shall come into agreement when Cove Cottages accepts the booking in writing, and it is then not normally transferable. Once a booking has been confirmed by us to you, should you require us to amend your booking or to re-invoice for any reason a fee of £15 may be charged for any re-invoicing. The contract shall be deemed to have been made at Cove Cottages H.Q c/o Pier House, St Agnes.

#### 3. Number in your Party

It is a condition of your booking that the total number in your party does not exceed the capacity of the holiday home as advertised.

#### 4. Booking Monies

When you book you must pay the agreed deposit of 20% of your total hire cost. Your balance of hire money is due and payable 8 weeks before the start date of your holiday as printed on the hire invoice. We reserve the right to cancel your holiday and retain the deposit paid if full settlement of the invoice has not been made within this time. For bookings made within 4 weeks of your holiday start date you pay the full monies when you make your booking. All monies can only be paid in Sterling.

#### 5. Cancellation by you

Telephone us immediately if you have to cancel your holiday. Your cancellation is effective from the date we receive your written notification. We will then acknowledge your cancellation and endeavour to re-let for you.

If we are successful in re-letting your holiday home there will be no forfeit. If we cannot re-let, then you will be held responsible for the prompt payment of the full cost of the holiday. We strongly advise you to take out cancellation insurance.

#### 6. Minors

We cannot accept bookings from anyone under the age 18 year of age.

#### 7. Bed linen is provided.

#### 8. Availability

Your booking is accepted on the understanding that your confirmed holiday home will be available for you on the agreed date. Where 'force majeure' (as defined in clause 9) arises, we have the right to cancel your booking. In this event, we will endeavour to offer you an alternative cottage or date within the price structure, if available. If we cannot do so, or you do not wish to take up the alternative offer, we will refund the monies paid. In case of force majeure, or any circumstances beyond our control, we regret that we cannot pay any compensation, expenses or costs that you have incurred as a result of any such cancellation or change. The owners reserve the right to alter or withdraw amenities or facilities that have previously been advertised without prior notice.

The owners reserve the right to refuse or withdraw the right to accommodation to any person(s) who, in the opinion of the owners is not suitable to take charge. In such cases, all hire charges minus deposit will be refunded and the contract discharged. In the event of any person(s), in the opinion of the owner is not suitable to continue the holiday due to unreasonable behaviour, property damage or annoyance to other guests the contract will be discharged. In the case of these circumstances, the hirer shall remain liable to pay the full hire price and cover the cost of any damage to and surrounding the holiday home. No refund shall be due. The owner has the right to enter any accommodation without prior notice if special circumstances or emergencies arise.

#### 8.1 All-male or All-female Bookings

We cater for families. Therefore to preserve the atmosphere no stag or hen parties.

#### 8.2 Group or Party Bookings

The leader or organiser of a group booking is responsible for completing the booking form correctly. Arrival at your accommodation without prior notification of all members of the group may result in the contract being discharged. We will refund any monies paid to us minus the deposit. The owners have the right to refuse to hand over the accommodation to you. You may be asked to pay a security deposit at time of takeover.

#### 9 Force Majeure

We regret we cannot pay any compensation or accept any responsibility where the prompt performance or performance of the contract is prevented or affected by reasons which amount to a "Force Majeure". Circumstances amounting to a "force majeure" include any event that the owner(s) could not, even with all due care, foresee or avoid. Such circumstances include the damage or loss of your accommodation through flood, fire, explosion, weather damage, criminal damage or any similar event. Other circumstances include war, threat of war, riots, civil strife, industrial action, natural or nuclear disaster, threatened or actual terrorist activity and all similar conditions beyond our control.

#### 10 Pets by arrangement only

#### 11 Your Vehicles

Your vehicles, accessories and contents thereof are left entirely at your own risk.

#### 12 Any Shortcomings

Please notify us of any shortcomings with your accommodation immediately so that remedial action, if appropriate, can be taken. The owner(s) cannot accept any liability in relation to shortcomings or claim of whatever nature if you fail to notify the owner(s) of any complaint during the holiday and before any remedial action has been taken.

A cash deposit of £100 per cottage will be charged on arrival. This will be held in case of damages to the property or if the property is deemed to be left not in a clean or tidy condition. If no damage occurs, this will be returned to you in full 7days after your departure. Please report any damage as soon as possible, as any breakages can have an impact on the next guests. We are reasonable, and we want to ensure that all our guests have an enjoyable holiday.

#### 13 Serious Accidents

Neither we nor our employees or agents accept liability for any personal injury, loss or damage which may be sustained by your party, guests or their property during the period that they or any of them are at Cove Cottages. We strongly advise that due care and diligence is used at all times when occupying the lookouts. At all times children (under 18years of age) must be accompanied by a responsible adult.

#### 14

While every care is taken to ensure that the details shown in the brochure and web site are correct, we cannot take responsibility for any errors contained therein or the results thereof.

**For bookings please contact us regarding the availability of your preferred dates. Bookings can then be made provisionally for 5 working days. All bookings will be confirmed in writing once the deposit is paid.**

### Name and address of principal booking person (please print details in capital letters)

I have read and agree with the terms and conditions of booking

Name:

Address:

Post code:

Tel:

Email:

Signature:

Date:

## Price List And Booking Enquiry For 2020

|                                | The<br>Hygge<br>(sleeps 6) | Seaview<br>(sleeps 6) | Pier<br>Cot<br>(sleeps 4) | Cliff House<br>(Sleeps 8) |
|--------------------------------|----------------------------|-----------------------|---------------------------|---------------------------|
| Dates                          | Price per<br>week          | Price per<br>week     | Price per<br>week         | Price per<br>week         |
| <b>Jan 3 - Mar 20</b>          | 450                        | 475                   | 450                       | N/A                       |
| <b>Mar 20 - Mar 27</b>         | 550                        | 575                   | 550                       | N/A                       |
| <b>Mar 23 - April 3</b>        | 650                        | 675                   | 650                       | N/A                       |
| <b>Apr 3 - May 22</b>          | 850                        | 875                   | 850                       | N/A                       |
| <b>May 22 - May 29</b>         | 1600                       | 1600                  | 1250                      | N/A                       |
| <b>May 29 - Jun 26</b>         | 950                        | 1150                  | 950                       | N/A                       |
| <b>Jun 26 - Jul 3</b>          | 1250                       | 1295                  | 1250                      | N/A                       |
| <b>Jul 3 - Aug 28</b>          | 1600                       | 1600                  | 1250                      | 2300                      |
| <b>Aug 28 - Sep 4</b>          | 1250                       | 1250                  | 1150                      | N/A                       |
| <b>Sep 4 - Sep 25</b>          | 950                        | 975                   | 950                       | N/A                       |
| <b>Sep 25 - Oct 23</b>         | 700                        | 700                   | 600                       | N/A                       |
| <b>Oct 23 - Nov 6</b>          | 800                        | 900                   | 800                       | N/A                       |
| <b>Nov 6 - Dec 18</b>          | 450                        | 475                   | 400                       | N/A                       |
| <b>Dec 25 – Jan 1<br/>2021</b> | 1400                       | 1600                  | 950                       | N/A                       |

Short Breaks: cost 75% of weekly rate

**Please note our holidays run from Friday to Friday and that changeover times are 2.30pm on arrival and 9.00am departure.**

For **Sea View** and **Pier Cot**, please complete this form and send it with your deposit made payable to: Kay Jones c/o Pier House, Trevaunance Cove, St. Agnes, Cornwall, TR5 0RZ

For **Cliff House & The Hygge** please complete this form and send it with your deposit made payable to: Nick Jones, Cliff House, Trevaunance Cove, St. Agnes, Cornwall, TR5 0RZ Tel: 01872 554133 / 552334

|                                |                                      |
|--------------------------------|--------------------------------------|
| Cottage:                       | <b>Total cost of Cottage:</b>        |
| Total no. of members in party: | Deposit of 20% enclosed:             |
| Date of arrival:               | Do you require any of the following: |
| No. of nights:                 | A Stairgate:                         |
| No. of Adults:                 | A High Chair:                        |
| No. of Children:               | A Travel Cot:                        |

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**How did you hear about us?** Please tick the following that apply. If other please say where. Thank you

|                       |  |
|-----------------------|--|
| Cove Cottages website |  |
| Internet search       |  |
| Recommendation        |  |
| Facebook/ Twitter     |  |
| Other                 |  |
| Returning Guest       |  |