



Booking Conditions

The contract is for a short term holiday rental and shall be made between the guest and Tim and Angela Clifford trading as Isles of Scilly Holiday flats, which is governed by UK law. A contract is only entered into once the booking form and deposit has been processed and a letter of confirmation issued.

General Information regarding bookings

Isles of Scilly Holiday flat properties are suited to and equipped for families and couples. We regret that we cannot accept a booking from a person under the age of 25 and we reserve the right not to accept bookings from anyone for whom we feel the flats would not be suitable. All Guests must be listed on the booking form at the time of booking. Additional guests can only be accepted by agreement after this date.

Isles of Scilly Holiday Flats will hold a provisional booking for seven days and will confirm your booking on receipt of the completed booking form and a deposit of one third of the total rental fee.

Payment

A deposit of 1/3 should be sent with the booking form. Payment should be by cheque made payable to T.C.Clifford for flats no 12, 14 and 15 and to Mrs E.A.Clifford for flat no 4. The balance is due and must be received 6 weeks prior to the booking date. No reminder will be sent.

For bookings made within 6 weeks (42 days) of arrival, the total amount, is payable on booking

In the event of the balance not being received within the time specified (time being of the essence) Isles of Scilly Holiday flats reserve the right to cancel the booking and retain the deposit as a cancellation fee.

Cancellation

In the event that you need to cancel your booking, you must please.

1) telephone us to advise us of your need to cancel, 01872 863537.

2) and then confirm in writing addressed to our correspondence address., Mr and Mrs T. Clifford, 22, Trevallion Park, Feock, Truro, Cornwall. Tr3 6RS

If the booking is cancelled after the deposit has been paid but prior to the final balance becoming due or the final balance has been paid,, you are liable for the full cost of the rental should you subsequently cancel your booking. We will do our utmost to re-let as much of the rental period as possible. If we are successful in re-letting the property for the whole period, we shall refund all monies paid less an administration fee of £50. If we are successful in re-letting the property for part of the period, or for less than the full rental amount we shall refund the amount equal to the money paid by the new guest, less an administration fee of £50.

Non payment of the balance by the due date will be construed as cancellation by you.

All bookings are accepted on the condition that the property is left clean and tidy and breakages and/or damage will be paid for by the person who made the booking.

We strongly recommend you take out appropriate cancellation insurance.

Cancellation by us

We reserve the right to cancel your booking at anytime in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking of the property, however we will not be liable for any other loss incurred by you as a result of the cancellation.

Booking Amendments

If you need to amend your booking dates outside of the cancellation period, we will do our utmost to assist you in transferring the start /finish date of your stay subject to suitable availability.



Occupancy

The property may only be occupied for the purpose of a holiday. The property may only be occupied by the number of the guests stated on your booking form. If you wish to amend the number of guests in your party, this must be agreed in advance of your stay and any additional payment made. When booking please list all guests (including infants) on the booking form. A maximum of 4 guests may occupy a two bedroom flat and two guests a one bedroom or studio flat. We reserve the right to refuse entry to the entire party if this condition is not observed.

Arrival and Departure

The rental commences at 13.00 pm on the day of arrival and ends at 09.30 am on the day of departure. During the low season we may be able to offer an early arrival or later departure, subject to availability, however we cannot guarantee this.

Guests Obligations and Responsibilities

The guest agrees:-

To keep the property its fixtures and fittings in the same and proper condition and repair as on arrival. To fully clean the property on your departure (this includes the equipment provided). If any excessive cleaning is required following your departure a charge will be made .

That all children and adults requiring care remain the responsibility of the guests at all times. To pay for any damage or loss however caused excluding reasonable wear and tear incurred during the occupation. All breakages and any damage must be reported to us before the end of your holiday. The right to make repairs to the property and replace damaged fixtures fittings and equipment and to deduct such costs from security deposit is acknowledged and that you will be liable for all costs in excess of the amount of the security deposit and undertake to reimburse us upon written demand. Not to cause nuisance or annoyance to occupants of any nearby property. To allow access to Isles of Scilly Holiday flats representatives if it is deemed necessary.

If in the opinion of Isles of Scilly Holiday flats principals any guest is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance to other parties, this agreement may be treated by Isles of Scilly Holiday flats as determined and this agreement may be determined forthwith but the guest shall remain liable for the whole cost of hire and no refund shall be due. If damage caused results in the party being unfit for occupation to subsequent guests you shall be liable for the loss of rental income and any other related losses.

Noise

Please show consideration and respect to our neighbours by keeping noise levels down, especially late at night.

Pets and Smoking

We regret that pets and smoking are not permitted on the premises.

Our liability

We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party. We reserve the right to cancel your booking at anytime.

Right of access

You must allow us and our representatives access to the property at reasonable times for the purpose of inspection, or to carry out any repairs or maintenance.

Should you encounter a problem

We hope you will never have any cause for complaint. In the event that a problem occurs please contact us as soon as is possible while you are at the property so that we can make every reasonable effort to assist you and to resolve the issue.