

The Chalet in Croyde

Terms and Conditions

Payments:

Please send a deposit of 50% of full payment to secure your booking (non-refundable). No booking will be confirmed until receipt of deposit. Please send remainder of payment 8 weeks prior to holiday start date.

Bookings made within 8 weeks of holiday start date should be accompanied by full payment. In the case of late payments we reserve the right to re-let the accommodation.

Insurance Cover and Cancellations:

We can accept no liability for loss or damage to the property of any person, or for personal injury, illness or death sustained whilst on our property, or for the cancellation of your holiday. In particular we shall not be liable for any loss or damage to property or injury/illness to persons caused by or in consequence of any act or omission on your part, or on the part of other members of your party.

We cannot accept groups of under-18s for insurance reasons.

If you cancel your reservation more than 8 weeks before your arrival your deposit will not be refunded. If you cancel within 8 weeks of your arrival date you will be liable for full payment.

In the unlikely event that due to unforeseen circumstances we have to cancel your booking, we will of course refund your payment in full.

Please ensure that you have the usual holiday insurances in force.

Arrival and Departure:

Chalet will be available to you from 4.00 p.m. and we ask that you please vacate it by 11 a.m. on your departure date to allow us time to prepare for incoming guests.

Damage/Breakage/Missing Items:

Please leave the premises in the good, clean order and report any breakages or defect before your departure. For example, we need to be informed if there is a problem with an electrical, plumbing or maintenance issue so these can be resolved as safely and swiftly as possible.

Breakdowns:

All electrical appliances are checked annually by a qualified electrician. Unfortunately, breakdowns can occur without warning. This includes but is not limited to washing machine,

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dishwasher, internet service, oven, fridge, hob. We will do our utmost to repair/replace these as quickly as possible, but we cannot guarantee this before the conclusion of your stay.

Linen:

We supply all bed linen (duvets and covers, pillows and cases, sheets), but we do not provide towels. Guests are responsible for bringing their own towels.

Quiet:

We ask that you and all members of your party respect and observe a quiet time between the hours of 11.00 p.m. and 7.00 a.m.

Guests are not permitted to sub-let or re-let the property. Guests must respect that there is an absolute maximum occupancy of 6 people.

Guests agree to allow us or our representatives access to the property at a reasonable time during their stay for purpose of essential repairs.

Guests confirm they have read and understood the property information as described on our website (www.thechaletincroyde.com).

- WE REGRET**
- **ABSOLUTELY NO PETS**
 - **ABSOLUTELY NO SMOKING**
 - **AN ABSOLUTE MAXIMUM OF 6 PERSONS ONLY TO USE THE CHALET**
 - **ABSOLUTELY NO PARTIES**

We reserve the right to ask you or any member of your party to leave the property should there be any problems, particularly with regard to quiet, pets, smoking or maximum occupancy. We retain absolute discretion in this matter. Should this right be exercised you will not be entitled to any refund.

We commit that The Chalet is as described on our website, apart from minor differences in photos, and is in a clean condition for your arrival.

These terms and conditions form the basis of your booking. When booking, you are deemed to have read, understood and agreed them.