

Booking conditions

1. Coastal Cottages act solely as booking agents on behalf of the owner of the property. Clients applying to hire a property are referred to as the applicants until such time as they take up residence when they become the tenants. The contract is between the owner of the property on one part and the tenants on the other. The tenancy confers upon the tenants the right to occupy the property for a holiday for the dates stated within the meaning of schedule 1, paragraph 9 of the 1988 housing act.

2. Bookings are confirmed upon receipt of the required deposit of one third of the total holiday cost. Bookings can be regarded as accepted when a written confirmation has been issued on the agent's official booking form and despatched to the applicant. Once a booking has been confirmed by the agents the applicants are liable for the balance of rent eight weeks prior to the commencement date of their holiday. Non-payment less than 28 days prior to the arrival date of the holiday Coastal Cottages reserve the right to cancel the holiday and to put it up for resale, without reference to the applicants. The deposit paid is non-returnable. The balance due date is stated on the booking confirmation.

3. Once a booking has been accepted by the agent the booking can only be changed in writing by the applicant and is subject to an administration fee of £50.00.

In the unlikely event that the property should become unavailable the agents will make every effort to offer suitable alternative accommodation of a similar type and value. If the alternative accommodation proves to be of greater value then the additional rental shall be the responsibility of the applicant. Should no alternative accommodation be found or be accepted the agent shall refund in full all amounts paid. The applicants shall have no further claim against the agent or owner.

4. The tenant is responsible for taking care of the property and contents and to leave the property in a reasonably clean and tidy condition by the requested time of departure of 10am. Any losses or damage to the property however caused, reasonable wear and tear excluded, together with breakages must be reported to the Housekeeper Owner and reimbursement made prior to vacating the property, unless the cost of making good such loss or damage can

be fully recovered under the owners insurance policy. Exceptional cleaning will be charged for. The tenant must permit the owners reasonable access to the property to affect emergency maintenance and resolve any problems. The tenant must not part with or share possession of the property except with the members and pets stated on the booking form. The owner reserves the right to refuse entry to the entire party without compensation should this happen.

5. Coastal Cottages do everything possible to make sure you have an enjoyable holiday however in the unlikely event of a complaint the tenant must notify the Housekeeper/Owner immediately. In all cases the contract for your accommodation is between you and the owner. The Housekeeper/Owner will do their utmost to rectify your complaint immediately but consideration must be made for any repairs/electrical/plumbing over weekends and Bank Holidays.

6. Coastal Cottages cannot be held responsible for any inaccuracy in the property's description material, later alterations by the property owners or be liable for any inaccurate verbal statements made.

Coastal Cottages cannot give guarantee as to the state or condition of the property since the date of the last inspection, or any negligence on behalf of the owner which the tenants therefore suffer from or resulting in any causes whatsoever i.e. accident, injury, damage, loss or inconvenience, or expense incurred.

7. Applicants are advised to fully insure their holiday. In the unlikely event cancellation is necessary Coastal Cottages must be informed in writing as soon as possible. As a goodwill gesture Coastal Cottages will put the holiday up for resale and if successful will refund the cost of the holiday less the booking fee charge £35.00 plus a handling charge of £90.00 and any other reasonable costs incurred in remarketing the holiday. In all cancellations the deposit is forfeited.

8. Please check the property description to see if WIFI is available. This is offered free of charge but please note that download speeds may vary by location, as can WIFI signal coverage within a property. Details of the WIFI router access code should be in the property but otherwise guests are expected to be IT self sufficient. Guests must not use the premises broadband facilities and viewing inappropriate imagery is a criminal offence and if requested your details will be passed to the respected authorities.

How to Book

Booking a Coastal Cottages holiday cannot be simpler, you can search our website at your leisure for a property of your choice and check its availability for the date you require.

When you have decided on the property of your choice you can book from the individual property page by clicking either the Check Availability or View Prices buttons and following the instructions. We ask that you telephone our office with your card details to confirm the holiday, or alternatively you may forward a cheque, in which case we will hold the property until the cheque deposit is received.

Should you decide to telephone our office and place the booking we will run through the details requested and ask for a deposit/credit card to confirm the reservation. Please note there is a small surcharge for credit cards, nothing for a debit card. We also offer a booking form on our website which you can print off and forward onto us by email or post.

Please note holidays placed within eight weeks prior to your stay will require the total holiday amount paid. We recommend you read our booking conditions regarding cancellation.