

Conditions Of Booking

Coastal Cottages act solely as booking agents; clients applying to hire a property are referred to as applicants until such time as they take up residence when they are the tenants. Coastal Cottages act only as agents for the owners of the property therefore any contract is between the owner of the property on one part and the applicants or tenants on the other. The tenancy confers upon the tenants the right to occupy the property for a holiday within the meaning of schedule 1, paragraph 9 of the 1988 Housing Act.

Bookings can only be regarded as accepted when a written confirmation has been issued on receipt of the agent's official booking form and initial payment. 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 acceptable the agent shall refund in full all amounts paid, but the visitor shall have no further claim against the agent or owner.

Once a booking has been confirmed by the agent the applicants are liable for the balance of rent plus any additional charges eight weeks prior to the start of the tenancy. Non payment by the due date will be treated as a cancellation by Coastal Cottages and the agent may re-sell the holiday without reference to the applicants. The balance due date is stated on the booking confirmation. Once a booking has been accepted by the agent the booking can only be changed by treating the original booking as a cancellation and shall be liable to a £25.00 administration fee. The agents reserve the right to amend prices quoted in the brochure due to errors or omissions, or changes in the VAT. We do not offer cancellation insurance. We recommend that customers take out their own insurance.

The tenant is responsible for any losses or damage to the property however caused, reasonable wear and tear excluded, unless the cost of making good such loss or damage can be fully recovered under the owners insurance policy. Breakages and damage must be reported to the Housekeeper and reimbursement made prior to vacating the property. 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. Exceptional cleaning will be charged for. The Tenant must permit the owners reasonable access to the property to affect emergency maintenance or 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.

In the unlikely event of a complaint the tenant should notify the owner/caretaker immediately. If satisfaction is not obtained the Agents must be informed immediately so an investigation can be made. The owner/caretaker will do their utmost to rectify your complaint immediately but consideration must be made for any repairs/electrical/plumbing over weekends/bank holidays. Under no circumstances can any complaints be considered after departure from the property. Whilst every effort is made to ensure accuracy of the property descriptions, Coastal Cottages cannot be held responsible for any inaccuracy in the property's descriptive material, later alterations by 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 may therefore suffer from or resulting in any cause whatsoever i.e. accident, injury, damage, loss or inconvenience, or expense incurred.

The person who signs the booking form is authorised to agree by the booking conditions on behalf of all persons included on the booking form and those substituted/added at a later date. The signatory must be a member of the party and be over 18 years of age. This brochure and these booking conditions supersede any previous issues.

Booking Procedures

1. Booking procedure: Select several properties of your choice and telephone our office on **01271 816345** to check availability. If none of the properties you have selected are available we will offer alternative suggestions, it does help our staff immensely if you tell them your date, party content and any special requirements you may have. We are here to help and advise you on your holiday destination and are happy to spend time helping you make the perfect choice of accommodation. Alternatively please go to www.coastal-cottages.com for immediate availability and online booking.

2. We will provisionally reserve the property of your choice for four working days. In order to avoid disappointment, we suggest you forward your payment and booking form by first class post or alternatively pay by card at the time of booking.

3. Complete the booking form and send it with your deposit. Payment may be made by cheque/postal order/credit/debit card payable to Coastal Cottages. Please note if your holiday is less than 8 weeks away, full payment will be required.

4. We will then receipt your payment and send a confirmation of booking by return, with the date your balance is due. Directions, key arrangements etc. will be sent upon receipt of your final balance or if payment is made in full.