

Booking Conditions

Contract

The contract for renting Gannets is between you the hirer and the owners and it incorporates and is subject to these booking conditions.

By making a booking you are deemed to have entered into a contract with the owners of Gannets in accordance with these booking conditions. The booking will be deemed accepted and the contract will come into effect and be legally binding when the owner issues confirmation of your booking.

The property is let to you the hirer for private residential holiday purposes only. The hire period is from 4pm on arrival day to 10am on departure day unless otherwise agreed.

The use of the accommodation and amenities is entirely at your own risk. No responsibility can be accepted by us for any injury, loss or damage arising from your use of the property.

We cannot be held responsible for failure of water, power supply or broadband as these are beyond our control, or for any other external factors beyond our control such as noise.

The maximum number of guests is 5 and this number should not be exceeded without prior agreement. We ask that you inform us if there is a change in the number of guests booked on the booking form. This is to enable our cleaners to take the correct amount of bed linen and towels on change-over day.

Booking

We will gladly hold a provisional booking for 5 days pending receipt of the completed, signed booking form and deposit. Your booking will be confirmed in writing once your deposit is received.

The owner reserves the right to cancel your booking and retain the deposit if the balance is not received by the due date.

The owner is only able to hold a provisional booking if you have confirmed that you wish to go ahead and book. If you do not confirm that you wish to book after making an enquiry the owner may accept a booking from other customers for the property.

Cancellation

If you wish to cancel a confirmed booking for any reason you must notify the owner in writing to the owners' home address. Should you need to cancel for any reason you remain liable for the full amount of the holiday rental even if this has not been paid. The owner will try their best to re-let the holiday period and if successful will return the balance of the money less an administration fee of £30. If a reduced rental period is made you will receive the discounted rental amount less the admin fee. If it is not possible to re-let the property no money will be returned. For peace of mind you may wish to take out cancellation insurance.

In the unlikely event that the property is unavailable through events beyond our control, we will refund all money paid and the hirer will have no further claims against us.

Use of Property and Damages

You agree that the property will only be used for personal and domestic use. You agree that you will not use the property in such a way as to cause a nuisance to neighbours.

You and your guests agree to keep the property and its contents in the same condition and repair as you found on your arrival.

All damages and breakages must be reported to us. The hirer will be responsible for the full replacement and repair costs of any damage and breakages caused by any person or animal in the hirer's party or by visitors to the property during the period of hire either by intent or omission. We don't charge for minor breakages of glasses and china.

The owner reserves the right to charge you for reasonable costs of any additional cleaning if this is considered necessary.

If you find anything broken or damaged on your arrival please inform us immediately. This gives us an opportunity to put it right if we are able.

Access

The hirer will permit the owner or the owner's agent and workmen to enter the accommodation at any reasonable time of day (or at any time during an emergency) to inspect the condition of the property or for purposes of carrying out any repairs which may need to be carried out.

Pets

One well-behaved dog is welcome. It must not be left unattended at the property. Dogs are not permitted in the bedrooms or on the furniture.

Property details

The owner aims to ensure that the property particulars as they appear on websites and in printed matter are true and accurate. The owner does not accept liability for any errors contained in the website or on printed matter. The hirer accepts that there may be minor differences between the photographs and descriptions of the property.

Complaints

You should notify the owner promptly of any cause for complaint during your stay. Please don't wait until you get home. We take complaints seriously and will do our best to resolve them.

Should you have an emergency problem with the property please contact the owner on 07813 740958.

Safety

We take guests' safety seriously. We ask that on arrival you think about the property layout so that in an emergency you and your party can get out quickly and safely. Please take a few minutes to read the Health and Safety risk assessment in the blue folder. And familiarise yourself with the fire extinguisher.