



**West Wight Cottages
Holiday Home Rental**

Terms and Conditions

Booking

Bookings will only be accepted from individuals over 18 years of age and will be confirmed in writing by West Wight Cottages. West Wight Cottages reserves the right to refuse any booking prior to the issue of written confirmation.

Payment

A deposit of £200 (per week of rental) is required when booking more than 8 weeks in advance. This deposit is not refundable for any reason whatsoever. The balance must be received no later than 8 weeks before your arrival date. An automatic reminder will not be sent. If you book less than 8 weeks before your arrival date, full payment will be required immediately. Payments can be made by bank transfer or cheque. Non-payment by the due date may be treated as a cancellation. If it is, cancellation charges will be payable as listed below.

Changing a booking

If you wish to make a change to your booking once you have received written confirmation you must telephone or email West Wight Cottages as soon as possible. A change of dates may have to be treated as a cancellation and you will be informed of this as soon as possible.

Cancellations

If you wish to cancel your booking you must contact West Wight Cottages as soon as possible by telephone and confirm this in writing. Costs of cancellations are as follows:

More than 60 days in advance of holiday start date	Deposit
60 days or less in advance of holiday start date	Total cost

Tenants' Obligations

The Tenants agree:-

- To pay for any losses or damages to the property, caused by The Tenant or a member of their party
- To take care of the property and leave it in a clean and tidy condition at the end of the tenancy. Smoking and use of lit candles / joss sticks is not allowed.
- Not to exceed the total number of people stated in the property description.

Non-availability of Property

If for any reason beyond West Wight Cottages' control the property is not available on the dates booked, West Wight Cottages will notify you by telephone and confirm in writing. All rent paid in advance will be refunded in full. No further claim can be made against West Wight Cottages or the Property Owner.

Liability

West Wight Cottages accepts no liability for loss or damage to the Tenants' possessions on the Owner's property or land.

Complaints

All complaints or problems must be notified to West Wight Cottages **immediately** so that an investigation and remedial action can be taken if necessary.

Pets

No pets are permitted (other than assistance dogs), with the exception of Willow Cottage and Pond Cottage which accept one dog in each cottage by prior arrangement.

Linen

Linen is changed between tenancies and weekly during tenancies on request. Towels are provided.

Arrival

Directions on how to reach the property and how to gain access will be sent to you on receipt of your final payment. You can arrive at the property after 16:00 on the start date of your holiday and you must leave by 10:00 on the last day. If you fail to arrive by the time stated without prior arrangement your booking may be cancelled. It is essential that you advise West Wight Cottages if your arrival is delayed, as failure to do so may result in the forfeit of your payment under the cancellation clause.