



**West Wight Cottages  
Holiday Home Rental**

## Terms and Conditions

Updated 21<sup>st</sup> March 2020 to reflect ongoing and increased uncertainty from Coronavirus (COVID-19). Valid for new 2020 bookings until further notice.

### **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 £200 deposit is required when booking. The balance should be received ideally 28 days before your arrival date but later payment may be accepted depending on circumstances. Payments to be made by bank transfer only. Non-payment by the due date may be treated as a cancellation. If it is, cancellation charges may 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.

### **Cancellations**

If you wish to cancel your booking you must contact West Wight Cottages as soon as possible by email (or telephone and confirm this in writing). We have introduced a more flexible cancellation policy, valid as of 15<sup>th</sup> March 2020:

BOOKINGS	PAYMENT TERMS
More than 28 days ahead of check-in	£200 deposit
28 days or less ahead of check-in	Full payment

CANCELLATION TERMS	CANCELLATION COSTS
More than 28 days ahead of check-in	£200 deposit. Free rebook considered on future bookings (changing dates may result in different rental pricing)
28 days or less ahead of check-in	Free rebook or discount considered on future bookings (changing dates may result in different rental pricing). We will be guided by UK government/travel industry on refunds.

## 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 (including e-cigarettes) and use of lit candles / joss sticks is not allowed in the property and grounds.
- 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. The cancellation policy will be applied. 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).

## 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.