

West Wight Cottages Terms and Conditions

These Terms and Conditions reflect on-going uncertainty from Coronavirus (COVID-19) and impact of UK Government restrictions and are valid for new bookings until further notice.

Booking

Booking is made with a named "lead booker" who must be over 18 years of age. Bookings 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 25% 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).

Summary

| BOOKINGS | PAYMENT TERMS |
|-------------------------------------|-----------------------|
| More than 28 days ahead of check-in | Deposit of 25% rental |
| 28 days or less ahead of check-in | Full payment |

| CANCELLATION TERMS | CANCELLATION COSTS ¹²³ |
|-------------------------------------|-----------------------------------|
| More than 28 days ahead of check-in | Deposit of 25% rental |
| 28 days or less ahead of check-in | Full payment |

¹ In the event of a cancellation all payments will be refunded if property is re-let on same dates (pro-rata if re-let at a cheaper price) so early notice of a cancellation is recommended.

² Free rebook considered (changing dates may result in different rental pricing)

³ Full refunds offered if cancellation is due to UK Government Coronavirus Lockdown or Tier restrictions, see <https://www.gov.uk/coronavirus>. Refunds will not be offered in case of illness from COVID-19 or requirement to self-isolate where this prevents travel. These are considered "guest risks", and like any other illness, should be covered by travel insurance. West Wight Cottages is not allowed to sell travel insurance or make recommendations. Try online sites such as <https://www.which.co.uk/money/insurance/travel-insurance>.

Lead Booker Obligations

You the Lead Booker agree:-

- To pay for any losses or damages to the property, caused by you or a member of your party.
- To pay extra costs if you have to extend your party's stay for any reason beyond your planned departure date.
- 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. No barbecues unless agreed by prior arrangement.
- Not to exceed the total number of people stated in the property description.
- Adhere to all Government restrictions on Coronavirus (COVID-19). Our business insurance may be invalidated if these conditions are breached.

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. A full refund of payments made to West Wight Cottages by the Lead Booker will be given. No further claim can be made against West Wight Cottages or the Property Owner.

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

Spare linen will be left on request for stays of 14 nights or more. 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 no earlier than 16:00 on the start date of your holiday and you must leave well before 10.00 on the last day to facilitate social distancing between yourself and our housekeeping team. 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.