

## Terms & conditions of rental at Seabreeze Cottage

\* **Contract**—The contract will be between the client and the owners of Seabreeze cottage and will be governed by English law. It will be entered into when the booking form has been received, the deposit has been processed and letters/email of confirmation has been issued by Seabreeze cottage. The contract will be subject to the following conditions.

\* Key collection, directions to cottage & detailed list of equipment at cottage (so you can pack accordingly) will be sent to you, 2 weeks before departure.

\* **Payment**—A booking form will be issued when a verbal, written or email reservation is made. This must be completed & returned to Seabreeze together with a non-refundable deposit of 25% of total booking value, if this is made more than 8 weeks prior to arrival.

\* The balance becomes payable 8 weeks before the arrival date. If the balance is not received on or before the due date, we reserve the right to re-let the property.

\* For booking made less than 8 weeks prior to the date of arrival, the sum becomes payable in full at the time of initial booking.

\* Please note the rental rate agreed at time of booking forms part of the contract & will not be adjusted after the deposit has been paid.

\* Fees can be made by: Bank transfer, Cheques (made payable to Mr & Mrs S & J Fisher ) or credit/debit card online, Transferwise for international payments. Please note any bank processing charges are extra & payable by the Guest.

\* **Cancellation Policy**—Any cancellations must be made in writing.

\* Deposit are non-refundable.

\* For rentals which have paid in full: monies paid will be refunded less deposit & handling charges incurred, provided we re-let the cottage for the same rental rate. If re-let for less, the difference will be treated as a cancellation charge & will not be refunded. If the cottage remains un-let, no money will be refunded.

Should the cottage not be available or be rendered inaccessible for all or part of the rental period due to circumstances beyond our control or if the cottage has become unfit for letting due to damage by previous lettings or if for any reason we are not able to comply with this agreement, our liability shall be limited to the refund of all rental charges paid in respect of the period of unavailability. We shall not be liable for any compensation, expenses, cost or for sums of any description (including the cost of securing alternative accommodation). Although not compulsory, we strongly recommend that you arrange insurance cover against any cancellation charges.

\* **Security/damage deposit**- of £150 is payable at the same time as your final balance.

\* Provided no damages, breakages or any incident incurring extra expenditure have occurred, we will refund the full amount within 2 weeks after departure. Otherwise we will take the extra cost incurred out of this deposit.

\* **Number of people in the cottage**- The number of people occupying the cottage must not exceed five

\* The number of occupants & their full names must be disclosed on the booking form . We reserve the right to refuse entry to the entire party if this condition is breached.

\* Use of cottage or facilities & garden by anyone not named on the booking form is expressly forbidden without prior permission from Seabreeze owners & may result in an additional charge or immediate termination of the contract.

- \* **Children**– Guest must accept full responsibility for their children’s safety at all times.
  - Children must not be left unaccompanied on the balcony & no climbing on bench or furniture for safety reasons
  - \* The garden is terraced with steps & there are Sharpe plants, for this reason children should not be unaccompanied at any time.
  
- \* **Right of entry** We reserve the right to gain access to the cottage at all reasonable times for the purpose of inspection or maintenance or to carry out any necessary repairs.
  
- \* **Period of hire**– rentals will commence from 4pm on the day of arrival & will terminate at 10am on the day of departure, unless otherwise agreed in advance.
  - \* Weekly rentals generally run from Saturday to Saturday.
  - \* Rates are subject to change without prior notice & are only guaranteed by confirmed reservation.
  
- \* **Smoking**– Seabreeze cottage is non-smoking. Smokers are permitted to smoke outside the property, but must be at least two metres from any door. We ask that you extinguish cigarettes in the sand bin in the garden & pick-up any smoking debris after you.
  
- \* **Complaints**– Any complaints which arise during the occupation of your cottage must be notified to the owners or local representative, at the earliest opportunity (within 12 hours of arrival) to allow for rectification & in the case of serious problem this must be confirmed in writing. Any issued raised after departure will be deemed invalid.
  
- \* **Owner’s liability**– The owners of seabreeze shall not be held liable for:
  - \* The use of equipment & amenities is entirely at the user’s own risk & no responsibility can be accepted for any injury, accidents or theft.
  - \* For loss, damage, or injury resulting from adverse weather conditions, riot, war, strikes or any other matter out of the owners control
  - \* For any temporary defect stoppage in the supply of public services & in respect of any equipment, machinery or appliance anywhere on the premises,
  - \* For loss, damage or injury caused by matters beyond our control.
  - \* For loss, damage or inconvenience caused or suffered by the client if the property should be destroyed or substantially damaged before commencement of or during the rental period & in any event the owners shall, within 7 days of notification to the client, refund all monies previously paid in respect of the rental period.
  - \* Under no circumstances shall the owners liability exceed the amount paid for the rental period.
  
- \* **Facilities**– Whereas every effort will be made to ensure the provision of all the advertised facilities, these do not form part of the accommodation contract & may be altered or access restricted as necessary & at anytime.
  
- \* **Breakages or damage** The guest is legally bound to reimburse Seabreeze cottage for replacement, repair or extra costs incurred. Small accidental breakages we ask for you to replace & let us know. More substantial breakages need to be reported straight away so we can replace.
  
- \* **Care of the property**– Guest must take all reasonable & proper care of the cottage, grounds, fixtures & fittings.
  - \* They must be left in the same state of repair & condition as at the beginning of the rental period.
  - \* Guest must also agree not to act in any way that may cause disturbance to neighbour’s.

- We do not permit charging-up of batteries for electric cars (or other such equipment) at the cottage. This is not included in utility Tarif.

\* **No extra charge for:**

- All bed linen
  - \* Towels, (not beach towels)
  - \* Utility bill– electric, gas, water( reasonable use)
  - \* Beach equipment
  - \* Picnic equipment

\* **Pets:**

We do welcome one, well behaved eighteen month or older dog to stay

- \* Dogs are accepted by prior arrangement & details must be given on booking form
- \* a small charge of £25 per week
- \* Dogs must not:
  - \* be left unattended at the cottage (local day kennelling available)
  - \* or allowed upstairs in the cottage.
  - \* If damage is caused by an unattended animal, you will be liable.
  - \* Dogs are not allowed on sofas & furniture
- \* Please bring your own dog bedding & necessary throws for furniture & towels to clean, dry your pet.
- \* If your dog fouls in garden, please remove, double bag & place in outside rubbish bin
- \* Please ensure you pet has been properly treated for fleas/worms before arrival.
- \* Please be considerate to neighbours with regard to your pet barking
- \* Please note there are restrictions throughout the South West, where dogs are not allowed on many popular beaches between months of April to end of October. There is a list of local dog-friendly beaches at the cottage.

You will find Cornwall very dog friendly & most establishments- pubs, restaurants, shops welcome pets. There is also local day kennels available (we can send you details) if you fancy visiting beaches, gardens or a meal out of an evening without your pets. There's a guide to dog friendly beaches in our information folder at the cottage. I hope you can see we aren't being awkward with pets not being left unattended at cottage, due to them being in a strange environment they can become stressed, leading to barking & destructive behaviour. We want your holiday to run smoothly & be stress free.

**Privacy statement**

Seabreeze Cottage is committed to protect and respect your privacy. This statement explains how and when we collect information about you, how we use this information and when and who it may be shared with. It also explains how you can request information held about you.

**Who are we?**

Seabreeze cottage is a self catering holiday cottage located in Cornwall. We offer holiday accommodation for up to 5 people & 1 dog. Seabreeze cottage is our second home. We arrange the booking and provision of holiday rental accommodation solely with us. Any questions relating to this statement, our privacy practices or a request for your personal information should be addressed to Jeanette Fisher: email [enquiries@seabreezecottage.co.uk](mailto:enquiries@seabreezecottage.co.uk), 31, Norrlys Rd, Cockfosters, Barnet, Herts EN4 9JX, Tel: 07515100414

**What information do we collect?**

Seabreeze Cottage collects information you as part of our business process and functions. The information normally includes your name, address, telephone number, Full name of party members, age of children, a contact email address, payment arrangement details collected on a professional booking management system called Bookalet

**What do we use your information for?**

- Process your booking
- Communicate throughout the booking process and manage your holiday experience
- Seek feedback about your holiday with us
- Notify you of any changes in service
- Send you communications on future promotions or offers
- Analyse and review for marketing purposes

**Who do we share your information with?**

We keep your information securely and we do not share your information with third parties as outline in this statement or where permitted by law.

**How do we treat your information?**

All details you give Seabreeze Cottage at any time will be kept for the period of your booking, holiday and reasonable period thereafter. We keep your information securely and do not share this information with third parties other than set out in this statement. Only Names, contact details and booking preferences will be used for marketing purposes, unless you are informed otherwise when you provide the information. If you do not wish to receive any of the communication set out in this statement, please inform us as soon as possible by letter, email, the details of which are set above.

**How do you find out more information about your rights?**

Firstly, contact Seabreeze Cottage about any query regarding your information being processed and collected.

Or The information commissioners website contains further useful information and advice: [www.ico.org.uk](http://www.ico.org.uk)