

www.suffolk-coastal-cottage.co.uk

**Suffolk Coastal Cottage, 2 Quay Cottages, Ferry Road, Bawdsey, Suffolk, IP12 3AY
Tel : 01795 436999 (Mon - Fri, 8 am - 4:30 pm)**

GENERAL BOOKING - TERMS AND CONDITIONS

Booking

For all bookings, including those made by telephone or internet, the Lead Guest must complete and sign the Holiday Letting Agreement attached. This must be sent to us at the time of booking. The Lead Guest must be over 21 years of age and authorised to make the booking and to accept these Booking Terms & Conditions by all persons on the Property Rental Booking Form. The Lead Guest will be responsible for making all payments due.

Rental Payment

In order to confirm your booking a cheque for 50% of the total rental fee must be enclosed with both the signed Holiday Letting Agreement and Booking Form. If we do not receive your payment and both these signed forms within 5 days of your verbal or email confirmation, then we will release your reservation and will not be able to guarantee that the property will subsequently be available.

We must receive the balance of rental fee by 6 weeks prior to the booking arrival date. If payment is not received by us in full and by the date given in our confirmation letter then we reserve the right to treat the booking as cancelled. In this case cancellation charges as set out in the clause 'Cancellation by you' will be applicable.

NB - No reminders of payment dates will be sent.

Bookings received 6 weeks or less before the booking arrival date must be paid in full.

Although we would not anticipate any costing errors on the confirmation invoice, should there be an obviously incorrect price shown, we will issue a new invoice and will not be bound by the price shown on the incorrect invoice.

Your Contract

A binding contract comes into existence when your booking is confirmed by telephone (when you are booking 6 weeks or less before departure) and in all other cases when we despatch our confirmation invoice. This contract is governed by English Law. It is mutually understood and agreed that any dispute, claim or any other matter that arises out of this contract or your holiday will be dealt with by the courts of England and Wales.

Cancellations-By You (Lead Guest)

You may cancel your booking at any time. Cancellation must be communicated to us in writing and takes effect from the date received by us. In the event of cancellation then the following charges become applicable.

Less than 2 weeks prior to arrival date - 100% full cost

Between 2-4 weeks prior to arrival date - 90% full cost

Between 4-6 weeks prior to arrival date - 75% full cost

7 weeks and more prior to arrival date - we will refund your deposit fee less £75.00 cancellation/administration charge.

Cancellations - By Us

It is extremely unlikely that we will have to make any changes to your property rental. However, occasionally we may have to make changes and reserve the right to do so at any time. Most of these changes would be minor and we will advise you of them as soon as they may be applicable. If we are forced to cancel the property rental because of force majeure or for any reason that makes the property unfit for rental, any monies paid to us will be refunded in full. Please note that we are not liable for any consequential loss or incidental expenditure resulting from the cancellation of your holiday.

Insurance

It is the responsibility of the Guests to ensure their personal possessions are insured. We cannot accept any loss of or damage to personal possessions. We recommend that guests arrange adequate travel insurance in case of cancellation (see CANCELLATIONS).

Complaints

Complaints must be reported immediately to the owners of the property or their representatives thereby giving them the opportunity to rectify the problem during your stay. If the problem cannot be rectified during your stay you must write to us within 7 days of departure giving full details of your complaint. We cannot accept complaints after you have left the premises and which have not been reported during your stay. We cannot accept complaints if you have not followed the course of action laid down in this clause.

Occupation of the property

Only the named guests are permitted to use or stay in the property. You and your party must not exceed at any time the number of sleeping places i.e. 4 + 1 baby. The owners or our representatives have a right at all times to refuse access to the property for people who are not members of the party.

Key Collection

Key collection instructions will be notified to the guest usually a week before their arrival date.

Arrival / Check-in Time

This is from 16.00 Hrs / 4.00PM on the arrival day booked. (Unless agreed otherwise)

Departure / Check-out Time

This is by 10.00Hrs / 10.00AM on the departure day booked. (Unless agreed otherwise)