

LANTALLACK GETAWAYS

LANTALLACK, LANDRAKE, NR. SALTASH, CORNWALL PL12 5AE
01752 851281 www.lantallackgetaways.co.uk enquiries@lantallack.co.uk

Terms & Conditions

1. The Guest

- a. The Guest is the person who signs or submits electronically the booking form.
- b. The Guest must be over the age of 21.

2. The Premises

- a. The Premises includes the Polly's Bower, Pippin Cottage and all grounds making up Lantallack.

3. Occupancy of the Barns

- a. Any cottage may only be occupied by the Guest plus the other persons named on the booking form.

- b. The maximum number of persons occupying a specific cottage including the Guest is as follows:

- Pippin Cottage 6
- Polly's Bower 2

- c. For the avoidance of doubt, infants and babies count as persons. We reserve the right to refuse entry or evict those listed on the booking form if the number of persons occupying a cottage exceeds the maximum permitted numbers. This includes entertaining in a cottage or on the Premises without prior written permission.

- d. We reserve the right not to accept bookings from groups of people under the age of 25.

- e. Smoking is not permitted in the cottages.

- f. Arrival is from 4pm. Departure is no later than 10am.

4. The Contract and Payment

- a. The Guests makes a provisional booking on the date we receive (i) the completed booking for and (ii) a non-refundable booking fee of 30% of the total price for the cottage.

- b. We reserve the right to reject the provisional booking. The Guest's booking becomes binding when we send confirmation of the booking.

- c. The balance of the price is due 8 weeks before the start of the holiday. The full holiday price is payable at the time of booking where the holiday starts within 8 weeks of date of booking.

- d. If you fail to pay on the due date we shall be entitled to terminate the contract without obligation to repay to you any sum already paid.

5. Cancellation

- a. In the event that you have to cancel your booking more than 8 weeks in advance of the letting, we will make all reasonable efforts to re-let your chosen cottage in which case the fees paid will be refunded less the booking deposit.
- b. If the cancellation is requested within 8 weeks prior to the letting, we reserve the right to retain the 30% booking deposit and also the right to retain the balance of the rental, should it not be possible to re-let the property for this period.
- c. We recommend that you take out cancellation insurance.

6. Care of Lantallack

- a. You are responsible for taking good care of the premises and your cottage, its furniture, fittings and effects and leaving it in a clean and tidy order. If an excessive amount of cleaning is required at the end of your stay we will charge you the cost.
- b. All damage and breakages must be reported to us before the end of your stay. We have the right to make repairs and replace damaged property at your expense.
- c. If you cause damage which results in any part of the Premises from being in our opinion unfit to let to subsequent guests you shall be liable for the resulting loss of rent and any other related losses.

7. Our Liability

- a. We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party.
- b. We reserve the right to cancel your booking at any time and in this event our total liability shall be to refund you all sums which you have already paid.

8. Complaints

- a. We aim to maintain the highest standards in running Lantallack. In the event that problems do occur you should contact us immediately. Any complaints should be made within 24 hours of any incident giving rise to the complaint and should be notified to us in writing before your departure. If this procedure is not followed we will not consider any claim under any circumstances. But we hope you will never have cause to complain!