

# Booking Terms and Conditions



**Property Address: B6 Morwenna, Riviere Towans, Phillack, Hayle, TR27 5AF**

**Payment of the deposit and completion of our booking form confirms your understanding and acceptance of these terms and conditions.**

**Check in time:** 3pm

**Check out time:** 10am

- **Maximum Occupancy:** 6 persons. Only persons listed on the completed booking form can stay in the property.
- **Dogs:** 2 dogs are welcome to stay at Morwenna, provided advance notice has been given. Additional dogs or other pets are only permitted with written / email consent of Morwenna's owners.
- **Smoking and vaping** are **not** permitted anywhere inside the chalet or in the lower room. Smoking is permitted on the balcony, but all cigarette waste / ashtrays must be carefully disposed of immediately. Nothing must be thrown from the balcony or into the surrounding vegetation.

## Booking Deposit & Cancellation

- To reserve your chosen dates, we ask for a 33% booking deposit. Apart from Government enforced travel restrictions, this is non-refundable.
- Bookings must be made by persons over the age of 21. Any guests under 18 must be supervised at all times.
- Single sex group bookings will only be accepted with written / email consent of Morwenna's owners
- The balance of the booking price plus a £100 security deposit are due 6 weeks prior to arrival. Non-payment of the balance constitutes as a cancellation of the booking. We reserve the right to re let the property where full payment has not been received by the due date without prior agreement in writing/email by us.
- We recommend you purchase **travel insurance** to cover any other personal circumstances that may course a booking to not be taken.

- For cancellations less than 6 weeks prior to arrival; if we are unable to re let the property, we reserve the right to retain monies equivalent to the loss of income, e.g., we will refund you the equivalent of the security deposit (if paid), cleaning costs and amenities based on the number in your party.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. This clause applies if guests are in serious breach of the site rules, which are listed on our website.
- We will not cancel a booking save for exceptional circumstances beyond our control, e.g., a Force Majeure event, including but not limited to, flood, storm damage, fire, urgent unforeseen repairs required to the property, destruction or damage of the property or road blockages. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made. Our liability for cancellation will be limited to payments made to us.
- Any problem or complaint which you may have concerning your holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints only reported at the end of your holiday will not be considered where we have not been afforded the opportunity to take remedial action.

## Security Deposit

Morwenna is a private holiday home. We ask that you treat it with the same respect as you would your own home and leave it as you would wish to find it.

A £100 security deposit is included with the final balance 6 weeks prior to arrival. This will be refunded 2 or 3 days after departure (refunds to credit cards may take up to 7 days to appear on statements).

The refund will be made provided the following provisions are met:

- Departure has not been excessively late, causing delay to our housekeepers.
- No damage has been done to the property or its contents, including linens and towels, beyond normal wear and tear.
- The beds have been stripped and all dirty linen, (including tea towels and bath mats) is ready to be collected by our housekeepers.
- No charges have been incurred due to illegal activity.
- Pets have not damaged furniture or soft furnishings.
- All unused food, debris, recycling and rubbish have been taken to one of the waste compounds on site .
- Dirty dishes have been cleaned and put away, any appliances used have been wiped down, etc.
- Over occupancy, e.g., more than 6 persons staying overnight in the chalet at any one time, without Morwenna's owner's express written agreement.
- No smoking or vaping inside the property or lower room. Any ashtrays on the balcony or outside must be emptied safely into refuse containers.
- Open fires are not allowed on site. Barbecues must only be placed on a stone or concrete surface and situated away from the property. Remember the balcony decking is composite (plastic). It will melt if a barbecue is placed on it, or hot coals dropped onto it!!

Should the above not be met and additional cleaning costs or replacement costs are incurred, these will be deducted from your security deposit.

We understand that accidents happen, so if any sheets have been soiled, crockery or glasses broken, please let us know immediately so replacements can be obtained. Some spare items are located in the wall cupboard in the downstairs room.

## Inclusive Fees

- Electricity, heating and water costs are included in the tariff. This excludes charging of electric/plug-in hybrid vehicles. (Morwenna has an electricity smart meter, which reports daily usage). Charging points can be found near St. Erth, Camborne and Carbis Bay.
- One time linen are included in the tariff (guests staying for two or more weeks can request a new set of bed linen per week, guests are expected to strip and change the linen). Please bring your own towels.
- Bedding or linens provided **must not** be removed from the property.

## Toilets

Please do not flush anything other than toilet paper down the toilets. If it is found that feminine products, wet wipes or nappies have been flushed down the toilet and clogged the drainage system during your stay, you could be required to pay the costs to clear the blockage.

## Privacy Policy

We do not store guest's payment details.

Personal information retained such as guest's names and addresses are retained solely for our own use to provide future offers or marketing personal to Surf Chalet Holidays. We will not pass your details to any third parties. Our Privacy Policy can be found on our website.

## Limited Liability

Surf Chalet Holidays cannot be held responsible for any death or personal injury to you or your guests except in circumstances where the death or personal injury can be attributed to any wilful or negligent act by us.

Save for death/personal injury caused by the negligence of Surf Chalet Holidays, our liability under this agreement is limited to the rental value of individual booking.

It is the guest's responsibility to ensure they have sufficient travel insurance to cover cancellation by them, not relating to Government enforced travel restrictions, and any loss of personal possessions through theft or other incident.

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.