

# Booking terms and conditions

Bookings are made and accepted only on the following conditions:

[www.Croydesuncot.co.uk](http://www.Croydesuncot.co.uk) ("the Website") is a website owned by M Pearce

## 1. Contract and Booking

1. Croydesuncot.co.uk, the owners of the accommodation are in Contract of Letting is between the guest ("the Guest") and the Owner.
2. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
3. Bookings cannot be accepted from persons under 21years of age. Group bookings of single sex parties are not allowed unless special arrangements are made by the Owner (safety deposits may be required). Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owner (where requested).
4. No bookings are valid until confirmed by the owner in writing.

## 2. Deposit

1. A deposit of 1/3rd of the cost of the holiday ("Deposit") must accompany the booking request, and the Holiday Insurance (if actively selected at the time of booking). The Booking Fee and Deposit are non-refundable unless the owner is unable to accept the booking, and as specified below.

## 3. Insurance

1. The owner recommends that Holiday Insurance is taken out (whether arranged by the themselves or otherwise) when making a booking even when payment is made in full.
2. Please note that where Holiday Insurance is taken out by a, it must be produced to the owner at the time of booking

## 4. Balance Payment

1. Once a booking is confirmed by the owner the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 6 weeks before the booking is due to commence.

2. The owner reserves the right to re-let any holiday where any monies due more than 14 days in arrears are whereupon any monies paid by the Guest over and above any non-refundable Holiday Insurance, Booking Fee and Deposit will be refunded. However, if the owner is unable to re-let the holiday the Guest will remain liable for the outstanding balance.

## 5. Owner's responsibilities

1. The Owner is solely responsible for providing the accommodation and for the safety of all Guests and/or his/her invitees (jointly known as "the Holidaymakers"). The owner accepts no responsibility for personal injury to, or death of, any Holidaymakers, or loss of or consequential loss or damage to their property, or for other matters over which the owner has no control, except to the extent such personal injury or death is caused by the negligence.

## 6. Holidaymakers' responsibilities and forfeiture

1. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the commencement of the holiday and shall leave the Property in the same state of cleanliness and general order in which it was found.
2. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. The Owner reserve the right to make a reasonable charge where guests have contravened an Owner's request for their Property to be smoke-free.
3. The Holidaymakers' right to occupy the Property may be forfeited without compensation if:
  1. More people or pets than declared to the owner at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation;
  2. Overnight guests are entertained without the Owner's express permission;
  3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or
  4. Any of the Holidaymakers smoke in or at the Property.

## 7. Unavailability of Property

1. In the event of the Property becoming unavailable (such as due to fire or flooding), the owner will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid, or a proportion in the case of curtailment. The owner cannot, however, pay any compensation or expenses as a consequence of such an event.

## 8. Cancellations

1. In the event of cancellations not covered by insurance, the owner will endeavour to re-let the Property, and if successful the balance of the cost will not be due as set out in clause 4.1, or if already paid, will be refunded. Any request to cancel must be put in writing to the Agency in the first instance. The Booking Fee and Deposit will be retained. If applicable, Holiday Insurance will be retained, unless cancelled within 14 days of booking.

## 9. Alterations to Bookings

1. A Guest requiring a booking to be altered must notify the owner as soon as possible before the holiday.

## 10. Pets

1. Guests wishing to take pets on holiday must abide by the following rules:
  1. "Regret no pets" relates to property where pets are not permitted, however there is no guarantee a pet has not entered the premises at any time and does not imply that the property is "Pet Free" such as a guide dog or one belonging to the Owner of the property;
  2. "Pets welcome" relates to properties which allow pets (at a standard extra cost);
  3. "Pets by arrangement" means one small well-behaved dog is usually permitted (at a standard extra cost) but must be checked with the owner prior to booking.
2. Young pets (e.g. puppies) MUST be declared to the owner at the time of booking. If a puppy or young pet is taken to a Property without the consent of the Owner this could result in you being asked to leave without compensation. When booking online it is advised you check the acceptance of your pet by telephoning the owner.
3. The owner asks dog owners to observe the following (failure to do so may result in you being asked to leave without compensation):
  1. Dogs must always be under strict control while in or at the Property;
  2. Any fouling must be cleared up without delay;
  3. The dog owner must bring the dog's bed or basket for sleeping in;
  4. Dogs MUST NOT be left alone in or at the Property unless in a dog cage or elsewhere at any time;
  5. Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing;
  6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so will incur subsequent charges;
  7. Properties which do not take dogs may have on occasions had guide dogs in them.

8. Any damage (which must be reported to the Owner immediately) or excessive cleaning that may incur an additional charge

## 1. Contract and Booking

1. The contract is between the guest and the owner of the property.
2. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
3. Bookings cannot be accepted from persons under 21 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made by the Agency with the Owner (safety deposits may be required). Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owner (where requested).
4. No bookings are valid until confirmed by the owner in writing.

## 2. Deposit

1. A deposit of 1/3rd of the cost of the holiday ("Deposit") must accompany the booking request, plus the damage Fee (as detailed at the time on the booking form)

## 3. Insurance

1. The Agency recommends that Holiday Insurance is taken out (whether arranged by the Agency or otherwise) when making a booking even when payment is made in full.
2. Please note that where Holiday Insurance is taken out a copy must be produced to the owner before the holiday date.

## 4. Balance Payment

1. Once a booking is confirmed by the owner, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 6 weeks before the booking is due to commence.
2. The owner reserves the right to re-let any holiday where any monies due more than 14 days in arrears are whereupon any monies paid by the Guest over and above any non-refundable Holiday Insurance, Booking Fee and Deposit will be refunded. However, if the Agency is unable to re-let the holiday the Guest will remain liable for the outstanding balance of the cost of the holiday, and (if applicable) the Holiday Insurance, the Deposit.

## 5. Owner's responsibilities

1. The Owner is solely responsible for providing the accommodation and for the safety of all Guests and/or his/her invitees (jointly known as "the Holidaymakers"). The owner accepts no responsibility for personal injury to, or death of, any Holidaymakers, or loss of or consequential loss or damage to their property, or for other matters over which the owner has no control, except to the extent such personal injury or death is caused by the negligence or wilful default of the Agent

## 6. Holidaymakers' responsibilities and forfeiture

1. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the commencement of the holiday and shall leave the Property in the same state of cleanliness and general order in which it was found.
2. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. The Agency and the Owner reserve the right to make a reasonable charge where guests have contravened an Owner's request for their Property to be smoke-free.
3. The Holidaymakers' right to occupy the Property may be forfeited without compensation if:
  1. More people or pets than declared to the owner at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation;
  2. Overnight guests are entertained without the Owner's express permission;
  3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or
  4. Any of the Holidaymakers smoke in or at the Property.

## 7. Unavailability of Property

1. In the event of the Property becoming unavailable (such as due to fire or flooding), the owner will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid, or a proportion in the case of curtailment. The Agency cannot, however, pay any compensation or expenses as a consequence of such an event.

## 8. Cancellations

1. In the event of cancellations not covered by insurance, the owner will endeavour to re-let the Property, and if successful the balance of the cost will not be due as set out in clause 4.1, or if already paid, will be refunded. Any request to cancel must be

put in writing to the owner in the first instance. The Booking Fee and Deposit will be retained. If applicable, Holiday Insurance will be retained, unless cancelled within 14 days of booking.

## 9. Alterations to Bookings

1. A Guest requiring a booking to be altered once the booking has been confirmed will be charged £20.00 if a revised confirmation is required.

## 10. Pets

1. Guests wishing to take pets on holiday must abide by the following rules:
  1. "Regret no pets" relates to properties where pets are not permitted, however there is no guarantee a pet has not entered the premises at any time and does not imply that the property is "Pet Free" such as a guide dog or one belonging to the Owner of the property;
  2. "Pets by arrangement" means one small well-behaved dog is usually permitted (at a standard extra cost) but must be checked with the owner prior to booking.
2. Young pets (e.g. puppies) MUST be declared to the owner at the time of booking and authorised by the Owner. If a puppy or young pet is taken to a Property without the consent of the Owner, this could result in you being asked to leave without compensation. When booking online it is advised you check the acceptance of your pet by telephoning the owner.
3. The owner asks dog owners to observe the following (failure to do so may result in you being asked to leave without compensation):
  1. Dogs must be under strict control at all times while in or at the Property;
  2. Any fouling must be cleared up without delay;
  3. The dog owner must bring the dog's bed or basket for sleeping in;
  4. Dogs MUST NOT be left alone in or at the Property unless in a dog cage or elsewhere at any time;
  5. Dogs MUST NOT lie on beds or furnishings, and hair must be well cleared up before departing;
  6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so will incur subsequent charges;
  7. Properties which do not take dogs may have on occasions had guide dogs in them.
  8. Each dog or pet will be charged at £20.00 for up to 7 nights, £40.00 for up to 14 nights and an additional £20.00 for every week or part week thereafter. Any damage (which must be reported to the Owner immediately) or excessive cleaning that may incur an additional charge, will be at the Owner's discretion.

## 12.Owner's access to Property

1. The Owner or their representative, shall be allowed access to the Property at any reasonable time during any holiday occupancy

## 13. Complaints procedure

1. In the event of there being cause for complaint concerning a Property, the matter shall be taken up with the Owner (or Owner's caretaker) at once (their details are supplied on the booking confirmation and they understand that they are the first point of contact should there be cause for complaint), if required. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required.
2. In no circumstances will compensation be considered for complaints raised after the holiday has ended, when the Holidaymakers have denied the Owner/caretaker or the owner the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday. During out-of-office hours, an answer phone facility will be available which will be checked on a regular basis.

## 14.Literature

1. We have compiled the information in our Website as accurately as possible at the time of going to press. However, facilities may be altered or withdrawn for reasons outside the owner's control, in which case we cannot accept responsibility.
2. We make every effort to ensure that the Property details supplied are accurately reproduced. Mistakes may occur from time to time, and confirmation should be requested prior to booking. The Holidaymakers accept that minor differences between text/photographs/illustrations in the brochure and on the Website and the actual Property may arise.

## 15.Communication with you and data

2. Please see our [Privacy Statement](#) which explains how we will process your personal data.
3. All electronic data transferred pursuant to these terms and conditions remains the property of the owner and may not be replicated in part or whole without prior written permission. Electronic data will not be preserved indefinitely by the owner

## 16.Legal

1. Any dispute, claim or other matter which may arise in relation to your booking will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.

The Booking Conditions will apply to all confirmed bookings, and these Website Booking Conditions supersede all previous editions.

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