

Holidays in Sidmouth

The Longhouse B&B

TERMS, INSURANCE AND BOOKING CONDITIONS

1. Dates reserved by telephone must be followed immediately by a completed booking form and advance payment to secure the booking. Failure to do this may result in the dates being re-let. No booking shall be deemed to have been made until a booking form and remittance is received and confirmed. Exceptions are made for late bookings by arrangement.
2. The property is occupied only for a HOLIDAY and in no circumstances can the period be extended.
3. Once the booking has been confirmed, the hirer is liable by law to pay for the accommodation for the whole period reserved
4. The final balance is payable four weeks in advance before arrival. Non-payment of this balance by the due date may be taken as cancellation and we may endeavour to re-let the property. In the event of this, or cancellation for any cause not covered by the Cancellation Insurance, we will be entitled to retain the advance payment. This should not be seen as relieving the hirer of his legal responsibility to pay the full amount should the property remain unlet. If the endeavours to re-let the property are successful, we may refund to the Hirer some or all of the Monies paid.
5. We will not be responsible, other than that resulting from negligence, for any injury, damage or loss of whatsoever nature suffered by the hirer or any members of the hirers party or any other person lawfully upon the property during the holiday occupancy. If any person or visitor other than the named persons on the booking form needs to visit or be on the premises then we need to know their names and address and their expected arrival and departure time. This information is required at the start of your stay to comply with our Health and Safety, Fire Precautions and Insurance cover.
6. On arrival you will be able to check in to your accommodation anytime after two p.m. The keys for The Longhouse and your accommodation will be in a small key safe in the porch, if we are unavailable at your time of arrival to meet you. We will send full instructions for entry into the property. To enable us to have time to thoroughly clean for the next occupants, the property should please be vacated by 10.30 a.m. on the day of departure. Notification of late arrival or early departure will be greatly appreciated.
7. Cleaning is carried out between bookings but we do require visitors to leave the property clean and tidy and in a similar condition to that found on arrival.
8. Breakages and damaged items should either be replaced by the Hirer with similar or advise us of the damage on departure to enable this to be done at a replacement cost to the hirer, and your kind attention to this would be appreciated.
9. The person making the booking will remain responsible for all members of the party, and should ensure that they are aware of the booking conditions. If these are not met, we could refuse entry to the property and no monies will be refunded.
10. Party bookings and bookings from persons under the age of eighteen are not accepted.
11. The right of Entry to the property at all reasonable times is reserved by the Owner with, or without workmen for the purpose of inspection or to carry out any repair deemed necessary to the property/or equipment including gardening.