

BOOKING CONDITIONS

1. Polruan Cottages acts as Booking Agent for the owners of all the properties in the group and Contracts accepted by Polruan Cottages shall be between the person signing the Booking Form, herein after called The Applicant, and the Owner of the property reserved.
2. All properties are let on the understanding that the accommodation is for holiday use only, for the period specified, and that no right to remain in the accommodation exists for the Applicant or anyone in the Applicant's party.
3. Unless otherwise stated, the period of permitted use begins at 4 pm on the day of arrival and ends at 10 am on the day of departure, by which time the premises must be completely vacated.
4. No property shall be considered to be booked until our official booking form has been completed and signed and accepted in writing by Polruan Cottages on behalf of the Owner.
5. A non returnable deposit of approximately 30% of the total accommodation charge is payable on booking and the balance must be received by Polruan Cottages not later than 28 days before the date of arrival. There is no additional charge for VAT.
6. In the event of cancellation, Polruan Cottages will endeavour to re-let and, if the accommodation is re-let for the whole of the period originally booked, the deposit paid will be refunded less a handling charge of £50 to cover re-advertising etc. If the accommodation is not so re-let, the whole cost will be forfeited and the Owner will be entitled to recover from the Applicant the outstanding balance of the full accommodation charge. Visitors are therefore strongly advised to insure themselves against the risk of having to cancel.
7. If the property should not be available owing to damage by fire or storm or for any reason outside the control of the Owner or the Agents or for any reason the Owner is not able to comply with his agreement the Owner shall refund to the Applicant through the Agents the full amount of the monies paid to the Agents and the Owner's and the Agents' liability is limited to the refunding of such monies.
8. The Applicant is responsible for the safe-keeping of the Owner's contents during the period booked. Any breakages of or damage to such contents or to the structure of the building must be reported promptly to Polruan Cottages and the Owner will be entitled to recover from the Applicant the cost of any repair or replacement needed due to visitors' act or default. In extreme circumstances, Polruan Cottage, may, on behalf of the owner, ask you to leave the property with immediate effect if damage or nuisance is being or has been caused.
9. The property must be left in a clean and tidy state and all furniture returned to the place in which it was found on arrival and the property must be completely vacated by 10.00 a.m. on the day of departure. Failure to comply with this clause will incur a surcharge.
10. The Owner and his Agents reserve the right to reasonable access to the property at all times.
11. Unless specifically stated in the details submitted, no pets are permitted in any of the properties. Where a dog is accepted, it must not be allowed to enter any bedroom, or allowed on ANY FURNITURE, nor at any time be left unattended in the property. You must clean up any mess left in the garden prior to your departure.
12. At no time during the period of permitted use may the property be occupied overnight by more than the number of people specified on the booking form.
13. The accommodation charge does not include the cost of electricity, which must be paid for, either by a coin meter or on departure in accordance with meter readings taken on arrival and departure. Some owners include the first 100 units of electricity in the accommodation charge. Where there is an open fire, visitors must provide their own coal or logs or pay for solid fuel provided for them.
14. Television sets, radios and other sound-producing equipment or musical instruments of any kind may be used on the premises only at low sound volume.
15. Keys can be collected from Polruan Cottages at No 1 Fowey View, Polruan, and must be returned on departure. Fowey properties by individual arrangement - see you confirmation of booking.
16. Visitors must not take into any property containers of fuel (such as for outboard engines) nor do anything which might prejudice the fire insurance cover for the building.
17. Neither the Owner nor Polruan Cottages shall be liable for any loss or damage to visitors' property howsoever caused.
18. Visitors must not sub-let the premises nor use them otherwise than for the purpose of a holiday.
19. Any specific instructions by individual Owners relating to a particular property must be strictly adhered to (eg. restrictions on use of moorings, not playing ball games in confined areas etc).
20. Descriptions and other representations concerning the properties are made in good faith and agreed with the Owners of the properties, but neither they nor any oral representation form part of any agreement between the Owners and the Applicant. Polruan Cottages give any descriptions or representations solely as Agents for the Owners.
21. Dishonoured cheques, or balances not received 21 days before the start of the let will result in the booking being cancelled without further notice, and the deposit forfeited.
22. Credit Card Transactions are subject to a 1.5% surcharge. Debit cards are free.
23. Any booking with deposit or balance paid that is required by the tenant to be transferred to another property incurs a £25.00 transfer fee.