

Terms and Conditions for hiring an apartment at Crantock Bay (CB) (Updated 05.05.20 to include details on Coronavirus)

Coronavirus: Any bookings made from 05.05.20 onwards will have been done so in the knowledge of Coronavirus. Therefore, if any booking is cancelled due to Covid restrictions or lockdowns, no refunds will be given. However, as a sign of good will, the holiday can be moved or transferred to a voucher to be used at a later date within the same apartment.

All guests must agree to the following:

- That you and all your guests are in good health and have not knowingly been around others who have tested positive or have COVID19 symptoms.
- That if you, or any of your guests contracts a fever, persistent cough or loss of taste or smell whilst staying with us, you will vacate the apartment immediately and return to your own home to isolate.
- That you agree to be staying at your own risk and that Crantock Bay cannot in any way be held responsible for you or your guests contracting Coronavirus.
- That you adhere to relevant Government guidance relating to social distancing at the time of your stay. E.g. The rule of 6, no more than one/two households etc.

Booking procedure: Following an initial enquiry, we will email your provisional booking to you, if you have not filled one out on-line. A non refundable deposit of 25% of the total booking value can be made via Bank Transfer, SagePay or with a card over the phone. Once the booking form and 25% deposit is received, a letter of confirmation will be sent to you and a reminder that the final balance will be due 12 weeks prior to your arrival.

NB. No booking is confirmed until an email has been received from us, stating that we have received the deposit. The balance of the rental charge, along with the breakage deposit, is payable not less than 12 weeks prior to the start of the holiday.

Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. (See Cancellation Policy below) Please be sure to note the due dates of these payments as reminders are not routinely issued.

Cancellation Policy: Guests are reminded of their liability to a cancellation fee – this is the full rental cost if the booking is cancelled within 12 weeks of the arrival date. Every effort is made to re-let accommodation, but we very strongly recommend that Holiday Cancellation Insurance Cover be obtained. If a booking is cancelled earlier than 12 weeks before arrival, then your deposit will be retained unless your accommodation is re-booked.

If the property owner, cancels a booking: (Excluding cancellations due to Coronavirus) You, the hirer, will be notified immediately in writing. If deposits and/or balance payments have been paid, they will refund all monies in full within five working days and make every effort to relocate you to an alternative property of the same, or higher, standard.

Subsequent and repeat bookings: These must be processed through CB office, not made directly with the owners. Our repeat client base is a successful aspect of the business and to ensure this consistent service continues, you agree to make all future bookings direct with CB.

Arrival times: Guests will be able to check in at 5.00pm on the day of arrival and must check out at 9am on day of departure. If you arrive early or wish to depart later in the day, please feel free to use the facilities on site.

Damages and Breakages: All damages or breakages are to be reported as soon as possible to CB and any cost of replacements must be met by you, the hirer.

Cleaning: Each apartment is thoroughly cleaned between lettings. However, as there is only a limited period in which to clean them, we ask that you leave it and its contents clean and tidy. CB reserves the right to charge extra for properties not left in a suitable state.

Complaints: If you are not entirely satisfied with the accommodation in any way, please contact CB immediately so that the problem can be resolved.

Heating and Electricity: The heating, hot water and the electricity are all included in the terms

Hirer's Responsibility: You, the hirer are responsible for the property and are expected to take all reasonable care of it. Your party will conduct themselves in such a fashion as to cause no undue noise or annoyance or disturbance to neighbouring proprietors or occupiers and you will leave the accommodation clean and tidy. CB or its employees, accept no responsibility for loss, injury or damage to any member of your party or your property, arising in any manner out of the let of the premises, however caused. CB reserves the right to eject clients from any apartments under our management for unruly or unacceptable behaviour as well as continuous rule breaking (EG Smoking in the apartment)

Pets: Pets are welcome in most apartments but incur a £30 per pet supplement.

Breakage Deposit: When confirming your booking we will require a £200 Breakage Deposit. This will be returned to you within 1 week of your departure assuming that no damages or costs have been incurred.

Linen: Bed Linen is included in the price and beds will be made up on arrival. Towels (not beach towels) are included in all properties. Sofa beds, where requested (and paid for) will not be made up but linen will be provided. Cot linen is not provided.

Force Majeure: While every effort will be made by CB to provide the accommodation for hire, it is subject to variation or cancellation by CB, consequent upon act of God, War, Strikes, Riots, Lock-outs or other labour disturbances, Infectious Diseases, Fire, Flood, restrictions in the use of Transport, Fuel or Power, Requisitioning, Shortage of Material or Transport or Labour or any other cause beyond the control of CB.

Smoking is not permitted inside any CBA properties.