



## **Guest Policy**

Please ensure you read and fully understand our 'Terms and Conditions'. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstanding.

Bookings are subject to the following terms and conditions:

### **Booking through CCR**

- A contract between you and the owners will come into existence when a deposit or full payment is received, and a booking confirmation is issued showing the confirmed dates.
- The contract binds you (the lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- Pay full amount today or 1/3 deposit. Full payment to be completed six weeks before booking.
- Bookings or payments cannot be accepted from persons under eighteen years of age.
- The maximum number of persons occupying the property must not exceed the contractually agreed amount, this is the lead bookers responsibility. If you wish to invite additional visitors to visit you during your stay, please contact the owner of the property to ask permission.
- The owner reserves the right to refuse a booking.

- Damage deposits may be asked for by some of the owners of the properties on this website – In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify the owner in full for any loss that they may incur as a result. The security deposit will be returned within 7 days of the end of your stay, less the cost of damage/breakages.

### **Cancellation**

Each property that advertises with us has one of the following cancellation policies. Please ensure you understand the policy before you proceed with a booking.

- 24 hrs before check in – full refund
  - 7 days before check in – full refund
  - 14 days before check in – full refund
  - 1 month before check in – full refund
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- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
  - If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.
  - If the property must close due to government restrictions and you are unable to travel, you will be refunded in full.

### **Whilst staying in the property.**

- The owner of the property reserves the right to enter the property at any time with your prior knowledge to undertake essential maintenance, repairs or for inspection purposes.
- You must ensure you adhere to the property's rules regarding check in and check out times.
- You must not use the property except for the purpose of a holiday or otherwise agreed function.

- Please make yourself aware of the smoking policy in the property you are staying in and check for dedicated smoking areas should you need them.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let the host know immediately so they can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly to your host before check-out. The accommodation will be inspected by the hosts at the end of the holiday & you may be charged for any loss, damage, or extra cleaning costs.
- If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.
- Please do not re-arrange or move any indoor furnishings. This includes chairs and linen etc which should not be used outside.
- Please do not re-arrange or move any outdoor furnishings.
- Please ensure the property is locked and secure whenever you leave the property unoccupied.
- Please switch off lights, heating, air conditioning or any electrical appliances when you go out to save energy.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- You may in no circumstance re-let or sublet the property.
- The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.
- You are responsible for the supervision of all members of your party under the age of 18 at all times.
- All inventory must remain in the property and not be taken to another property.

### **Swimming pool, hot tub (if applicable).**

- Please avoid using glass in the pool/hot tub

- Guests must shower before entering the water and remove suncream and makeup.
- Please replace the pool/hot tub cover after use to retain heat.

### **Local Area**

- Please Park your vehicles in the designated parking space, ensuring cars do not block access to other properties. You will be sent information upon booking regarding parking.
- Please respect the local community and try to keep noise levels to a minimum if there are residents nearby.

### **BBQ (if applicable)**

- Please use the designated barbecue utensils and clean the barbecue after use.
- Please ensure the barbecue is left in a safe state (gas off if applicable)

### **Check Out**

- Please make yourself aware of the checkout information for the property, where to leave the key and what steps you are expected to take when vacating the property.