



## **Host Terms and Conditions**

- CCR are a small but very dedicated and passionate team, we know Cornwall and we know this industry.
- You'll receive a free Cornico Coffee Box once we go live with your property.
- There are no contract restrictions.
- We are here to offer advice to help you in all aspects of hosting.
- For every booking made through our platform, we take a 10% commission, and VAT is applied only on the commission, not on the entire booking amount.
- You will receive full payment minus our commission in the 24 hours after the guest has checked in.
- You can choose from any of the following cancellation policies to suit your needs, 24 hrs, 7 days, 14 days, 1 month before check in.
- We have lots of the usual advertising plans in place but also some slightly more 'out of the box one's planned' – no one can call us boring!
- You will be supporting a small local Cornish business who use local services and staff.
- We know people! Plumbers, electricians, fudge and gin suppliers. We have tried and tested all the services we recommend so they come with a CCR stamp of approval.
- Our office is open Monday to Friday 9am to 5pm but we will be checking messages out of hours and will respond to any urgent ones.

When will my property go online?

Once you've finished creating your listing through our platform, Cornish Coastal Retreats will receive notification. Our team will check through all the information and then either add your property to the site or let you know if something needs to be changed. Once it's been approved, we will make your property active – it will then be live on our platform ready to receive bookings.

Updating Details?

Once you are live on the site you will be able to access the owner's portal and can change descriptions, photo's, prices etc.

The Terms and Conditions presented by Cornish Coastal Retreats may be changed at any time, "to which" such changes shall be effective immediately.

It is a condition of using Cornish Coastal Retreats that you decree that any information provided must be lawfully correct.

"Host or Owner" means any accommodation or activity owner or representative which has agreed to list and use the services available through the Cornish Coastal Retreats platform.

"Commission" or "commission rate" means the percentage fee applicable to a given service to the partner set out in our packages.

### **Joining us at Cornish Coastal Retreats.**

Once listed on our platform the owner or host bears responsibility for accepting and handling booking confirmations through the Cornish Coastal Retreats platform. Once confirming those bookings, you agree upon the prices and terms which were sent to you via the request for booking email. Any monies agreed upon by Cornish Coastal Retreats and yourself will be paid minus any applicable fees or commission (10% + VAT).

Cornish Coastal Retreats are available to help with all aspects of your accommodation listing. We can help you set up and deal with any changes at your request to your listing. Information supplied to us must be accurate and correct. Any information you may want to exhibit on your listing falls under your responsibility to provide. Updated information must also be given, calendar availability falls under this segment also.

We recommend that your Terms and Policies are reviewed to make sure you are viable to (compensations, through insurances via other companies) if any grievances have risen. Cornish Coastal Retreats will only provide the tools in order to complete the listing but all information is agreed through you and not Cornish Coastal Retreats is under no basis set to make pricing, Terms, regulations for listings/accommodations is at your discretion.

### **Legal discretions**

You are hereby responsible for comprehending, complying with any given laws, rules which may be applicable to your listing. i.e., adhering to fire regulations etc. If you need advice on this, please contact our team. Any use of handling personal data of Guests falls under GDPR and is your sole responsibility in applicable privacy laws.

**Fees**

A fee of 10% commission is agreed when joining Cornish Coastal Retreats. If you choose to offer discounts to guests staying at your property that has been booked through this platform, please bear this in mind.

**Intellectual Property Rights**

We are the owner and licensee of all intellectual property rights on our platform and content (including, but not limited to, price and availability of services) as well as the infrastructure used to provide such content. While you may make limited copies of your itinerary (and related documents) for reservations booked through our platform, you agree not to otherwise modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, sell or re-sell any information, software, products, or services obtained from, or through this platform. If you copy or use any part of the platform in breach of the Terms, your right to use the platform will cease immediately and you must destroy any copies of the materials you have made.

**Reviews, photos, and other interactive area**

By submitting content to Cornish Coastal Retreats, you grant us a royalty-free, transferable, and fully sublicensable right to:

use, reproduce, modify, adapt, translate, distribute, publish, create derivative works from and publicly display and perform any submissions throughout the world in any media.

**Notification and removal policy**

If you have any complaints or grounds of objection to any information listed on this site, please contact us right away at [info@cornishcoastalretreats.co.uk](mailto:info@cornishcoastalretreats.co.uk) .

**Removal of property from Cornish Coastal Retreats Platform**

Cornish Coastal Retreats reserves the right to terminate the agreement at any point. The owner may remove their property from the site at any point. It is the responsibility of the provider to honour any bookings accepted and due after termination.

**Enforceability, legislation, and courts of jurisdiction**

In circumstances where a provision of these Terms is deemed to be illegitimate or legally non-binding, the remaining terms will not be afflicted and the specific provision in question is viable to be reformed to become binding. As a result of any delays in the act of the breach of Terms by you, that delay will not be seen as a waiver of the breach. If Cornish Coastal Retreats

waives a breach of these Terms by you, the waiver is limited to the specific breach in question.