**1: The Contract**
The Contract for a short-term holiday rental will be between Compass Rose Cottage (referred to as “us”, “we” or “our”) and the person making the booking and all members of the holiday party (referred to as “you” or “your”) in the following booking terms and conditions. As our property is located in England, you and we agree that the laws of England will govern our contract with you (the “Contract”). If any individual term or clause stated in these terms and conditions held to be invalid, impermissible or unenforceable permissible by law, the remaining terms shall be unaffected and shall remain valid.

The Contract will not come into force until we have received the Deposit referred to in Clause 4 below. The Contract will be subject to these booking terms and conditions, and must be complied with. The party leader must be at least 18 years of age at the time of booking.
Compass Rose Cottage must not be used as a venue, for parties, hen or stag nights

**2: Duration**
Weekly bookings run from Friday to Friday.
Three-night weekend and four-night midweek short breaks may be offered throughout the year with change-over on Fridays and Mondays. Alternative days by arrangement only.

**3: Arrival and Departure**
Let’s run from 4.00 pm on the day of arrival, departure strictly by 10 am
Guests will be issued with a key code on the morning prior to arrival on the first day of the holiday period and must return them securely to the key box on the last day of the holiday period or the date of departure, if earlier. Failure to do so will incur the full cost of a replacement lock and key .
You must not use the property except for the purpose of a holiday during the Holiday Period, and not for any other purpose or for a longer period except with our express written agreement.
The Contract to stay in the property for the holiday period, does not create the relationship of Landlord and Tenant between the parties.
You may not sub-let the property.

**4: Booking and Payment Terms**
For bookings made 8 weeks or more in advance, the booking for a holiday will be effective when a non-returnable deposit of £100 has been received. Until that time it will be a provisional booking. Provisional bookings are normally held for a maximum of 48hrs. Your Booking will only be confirmed and our Contract will only come into force once we have received payment
For bookings made for a holiday less than 8 week away, full payment must be made at the time of booking
The full balance of the total holiday cost will be payable not later than 6 weeks before the holiday commencement date begins
If following a booking the final payment is not paid on the due date, we will assume you wish to cancel your holiday.
You may lose your booking and deposit if the full balance is not received as stated.
No access code, therefore no entry to our properties will be allowed without payment, in full, being cleared beforehand.
We only accept payment by bank transfer or cheque which must be cleared in full 6 weeks prior to arrival.

**5: Cancellation**
In the event of cancellation, please notify us as soon as possible. Cancellations must be notified to and received by us in writing (preferably by email) and once received we will confirm and process your cancellation request.
We will endeavour to re let the property and will return any money taken for re letting the property in full minus your non-returnable initial deposit (please note this may not be what you initially paid)

If re-letting by us is not possible, all monies that have been paid will be forfeited.
Under no circumstances may you transfer your booking to anyone else without prior consent from us.
For guests unable to travel to Compass Rose Cottage due to bad weather conditions or illness a refund will not be given.
We highly recommend all guests take out adequate holiday insurance for UK holidays which should cover booking cancellations. This will give you the peace of mind that you will get your money back if you need to cancel your holiday. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation

CANCELLATION BY US FOR REASONS BEYOND OUR CONTROL (“FORCE MAJEURE”)
We will not be deemed to be in breach of this Contract, or otherwise liable to you, by reason of any delay in performance or non-performance of any of our obligations in this Contract to the extent that such delay or non-performance is caused by circumstances beyond our reasonable control (for example if access to and use of our property is prevented by fire, flood, exceptional weather conditions, epidemics, pandemics, destruction/damage, internet or other communications failure, blocked roads, war/terrorism, nuclear/radioactive disaster affecting us or our property) (these are sometimes referred to as “Force Majeure Events”)

If for any reason beyond our control we are forced to cancel your booking (or bring it to an end early) due to a Force Majeure Event affecting us or our property we will refund you the full amount of your remaining stay costs based on the time of your booking remaining. This will be the full extent of our liability and no additional compensation, expenses or costs (such as travel or replacement lodging costs) will be payable.

The owners do not accept responsibility for the breakdown of any local or public supplies including electricity, water and broadband, nor any claims for the inconvenience caused by such incidences. In the case of any breakdown’s guests are asked to notify the owners immediately. We will endeavour to do our best in conjunction with the service.

**6: Our Liability**
We endeavour to provide a safe environment at Compass Rose Cottage, but we cannot accept liability for death or injury sustained by any visitors or their guests or for the loss or damage to any property brought on to the premises while staying at Compass Rose Cottage. You must take all necessary steps to safeguard yourselves and the property. Nothing in this clause shall exclude or limit any liability that we are unable to limit or exclude by applicable law, such as liability for death or personal injury caused by our negligence

**7: Smoking**
NO SMOKING is permitted anywhere in the property. This also applies to electronic cigarettes and vaping (our smoke alarms are very sensitive). Failure to comply will incur an extra charge of £200 for cleaning of all soft furnishings.
Please NO smoking in the garden area or outside the doors to the property..
Please note that Candles, deep fat fryers, chip pans and charging Electric Vehicles and Cycles are prohibited.

**8: Maximum Numbers of Visitors**
Occupation must be limited to the maximum number of persons for the accommodation stated at the time of booking. The occupation limits are set in line with the level of services available in our property, any persons other than members of your party MUST NOT use our ACCOMMODATION or FACILITIES.
As such any over-occupancy is a serious infringement of the Terms and Conditions and will result in an immediate requirement to vacate the premises, with no refund payable.
Maximum number of guests: 6 guests including one Infant 2yrs or under in a cot
The name and address and contact number of each guest should be included in the booking request and the age of anyone under 18yrs must also be recorded. We reserve the right to refuse a booking request without giving a reason.
Please note the premises may not be used as a venue to host parties and gatherings.

**9: Services**
The holiday price will include charges for reasonable use of water, electricity, gas and provision of bedding and towels. Please bring your own Beach Towels.

Guest MUST NOT charge their vehicles.

Free Wi-Fi is available, but not 100% guaranteed. Those using Wi-Fi must agree to Wi-Fi TC’s

Mobile phone reception is variable depending on the service provider.

**10: Dogs/Pets**
Compass Rose Cottage is **pet free** therefore any dog/pets arriving is an infringement of the Terms and Conditions and will result in an immediate requirement to vacate the premises, with no refund payable.

**11: Visitor Obligation**

* To take good care of the cottage and leave it and its contents in the same clean and tidy condition and state of repair as at the commencement of the booking period. £20 per hour will be charged for any additional cleaning required.
* To pay for any losses or damages to the property and contents caused by the Guest or a member of their party and inform the owners immediately so items can be replaced or repaired prior to the arrival of future Guests.
* Not to part with possession of the property, or share it, except with members of the party shown on the Booking Confirmation. All Guests at the property must be notified to the owner at time of booking.
* Not to exceed the total number of 6 persons in the property.
* ALL KEYS must remain in the doors and windows always, so access can be made in the event of an emergency and the door between the kitchen and dining area closed during nighttime to protect the stairway exit route in case of fire.
* Guests must not use the accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to any neighbours.
* No indoor and outdoor Candles, Fireworks or Chinese lanterns to be used by the Guest or his or her party and are re strictly NOT PERMITTED.
* The owners and any appointed contractors reserve the right of access.
* On departure all windows and doors must be checked and securely locked. Keys must be returned to the organised key safe and the key safe locked properly. In the event that keys are not returned, then a charge will be incurred by you the Guests, to cover locksmith costs to change locks and replace keys.

**12: Damages and Security Charge**
The Guest will be responsible for all payments and for any damage caused by the Guest or his or her party and shall make his or her party fully aware of these Terms and Conditions. Any damage must be reported to the owners as soon as possible. Accidental damage or breakage of a minor nature is not normally charged for, but we reserve the right to charge for non-trivial damage, losses or additional cleaning. Any damages or breakages must be reported by phone or e-mail to the owner immediately.
We recommend that guests hold adequate insurance for accidental damage, personal liability and cancellation.

If on arrival at the accommodation you discover that anything is missing or damaged, this must be reported to the owners immediately otherwise it will be presumed that the damage/loss was caused by the guests and a charge will be made. Equally if on arrival cleaning is not to the high standard you would expect, please let us know immediately. This is very important to both us and our cleaning company, in order that cleaning and laundry services are consistently to a high standard.

A damage / good housekeeping deposit of £100 will be payable 6 weeks prior to arrival by Cheque or Bank Transfer (which will be refunded and returned to you within 1 week) unless damage or additional cleaning is required after your departure. The cost of any damages, breakages or additional cleaning up to the value of £100 will be deducted from the deposit and the remaining returned to you. Any breakages and/or damage caused costing more than £100 will require immediate payment from the Guest to cover any such costs. Soiling of mattresses or bedding will result in a £200 Charge.

**13: Right to Evict**
We may terminate the let without notice, and in such case the Guest and his or her party must leave the accommodation, (without compensation being payable to the Guest or any member of his or her party) if:
1. This is deemed necessary by the owner where there is a breach by the Guest of the Agreement or the Guest or his or her party’s behaviour endangers the safety of other visitors or members of staff; or
2. Any complaints are made of anti-social behaviour or unreasonable breakages or damage occurs, or smoking restrictions are not observed.
3. Dogs/Pets are brought to the property.
4. Over occupancy of the property

**14: Complaints**
Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return (and to recommend us to your friends!). We will do our best to resolve any problem. Any complaints must be made known to the us immediately. No complaints will be entertained after the end of the hiring period or after Guests have departed.

July 2024