



# GALMPTON HOLIDAY BUNGALOWS

## BOOKING CONDITIONS 12a

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### **Liability**

Number 12a is owned and run by John and Rosemary Tyler

The information and descriptions supplied are believed to be accurate and are offered in good faith. It may be possible that certain facilities or features may not be available on occasions due to circumstances beyond the Owner's control for which the Owner and/or their Agents accept no liability. In addition, no liability can be accepted by the Owner and/or Agents for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of employment.

### **Payment**

A non refundable deposit of £50 is payable on booking. Payments must be made in pounds sterling. The balance is payable 6 weeks prior to the holiday date. Where the booking is made within 8 weeks of the holiday start date, full payment will be required on booking. Payments may be made by cheque or bank transfer for which the payer should cover any charges.

The accommodation must not be sub-let. Only those persons mentioned on the booking form may occupy the chalet unless advised to the contrary by the owners.

### **Linen**

Duvet covers, pillow slips sheets, towels and tea towels are not provided. Duvets and pillows are provided.

Visitors are asked to be considerate of other people on the site and avoid making excessive noise in the late evening and during the night.

Visitors are advised that children should avoid playing on the central roadway because of the danger from moving vehicles.

### **Parking**

There is a parking space allocated to each bungalow. Please do not use other spaces. There is additional car parking at the bottom of the site.

### **Refuse:**

There are refuse bins at the bottom of the site. There are separate bins for glass, general waste and recyclable waste such as cardboard paper and recyclable plastic. Please do not use the bins on the caravan site next door these are for the use of their customers only.

### **Arrival & Departure**

The bungalows will normally be available to your from 3pm on the day of arrival. Guests must vacate by 10am on the day of departure.

The neighbouring touring park is in no way connected with the bungalows and as such has no knowledge of the running of the holiday bungalows.

### **Pets**

Dogs are permitted provided that they are not left unattended at any time; they are not allowed on the furniture, and that any pet hairs in the property and fouling in the grounds are removed. There is a bin for dog waste in the dog paddock area at the bottom of the site. Please keep dogs on a lead & under control in the grounds. Please do not wash dogs in the shower.

### **Care of the Property/Loss and Damage**

Please take care with the property. The bungalow will be clean and tidy when you arrive and should be left in the same condition as you found it. Pots and pans should be washed and put away, and rubbish bags taken to the large bins at the bottom of the site. The Guests are liable for any breakages or damage caused to the accommodation or its contents. We do not charge for minor breakages, but we may send you an invoice for repair or making good if the damage is significant. If you do break something, however minor, please let the owner/representative know so that it can be replaced.

### **The bungalows are strictly No Smoking**

### **Cancellations**

Your deposit is treated as a booking fee and is non-refundable. Should you cancel once your full balance has been paid, we will refund any monies as long as we successfully re-let the bungalow, minus the non-refundable deposit.

We recommend that you take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

### **Complaints**

While we endeavour to ensure that everything is presented to a high standard with your accommodation, should you need to make a complaint, the following procedure applies.

### **Guests Must:**

- Inspect the property on arrival and report any immediate problems to the Owner or Owner's representative.
- Report any problems found with the property during their stay to the Owner or Owner's representative

Complaints must be reported immediately to the owners of the property or their representative whose contact number you are given, thereby giving them the opportunity to rectify the problem during your stay. Complaints will not be entertained at the end of the hiring period or if the Guest vacates the property.