

TERMS AND CONDITIONS APPLYING TO HOLIDAY COTTAGES – 2010

1. Your Booking

Party leader must be at least 18 years of age at the time of booking. Provisional bookings can be made by telephone and held for five days. The reservation will be confirmed on receipt of deposit. Once the booking is confirmed the hirer is responsible for the total cost of the holiday.

2. Payment

A deposit of 20% of the total cost is required. Balance is due 6 weeks before the start of your holiday. If you book less than 6 weeks before your arrival date, payment of total holiday cost is due straight away. Cheques made payable to Tanylan Farm Holidays, alternatively please contact us for credit / debit card transactions. If any payment due in relation to your booking is not made by the appropriate date, we are entitled to assume that you wish to cancel your booking.

3. Cancellations

If you wish to, or have to, cancel your booking, please telephone A.S.A.P. and we will make every effort to re-let the cottage and make a refund of monies paid. If, however we are unsuccessful, we will not be able to offer a refund. We would recommend that holiday insurance be taken out.

4. Arrival and Departure

We will be ready for you at 3.p.m. on day of arrival. On departure day you are required to leave your cottage by 10.a.m. This is to allow us sufficient time to prepare the cottage for the next visitors.

5. Your Cottage

Cottage descriptions show the "ideal" number that the accommodation will sleep based on 2 people in a room. If a cottage description shows a higher capacity (e.g. 4-6) this means extra people can be accommodated in additional sleeping arrangements (e.g. sofa in bedroom) The hirer is responsible for the holiday cottage and its equipment during the period of their stay. The accommodation, equipment, utensils etc. should be left in the same state of cleanliness and general order in which it was found.

6. Pets

We welcome pets in all our cottages. If you decide to bring your pet with you, it is not allowed on beds or furniture. Pets should not be left unattended in the property and dogs should be kept on a lead within the boundaries of the cottage including the garden.

7. Smoking

All cottages are non smoking.

8. Loss or damage

We will not be responsible for any loss or damage whatsoever to any property, including vehicles, belonging to the party leader or any member of their party.

9. Access

We reserve the right to access the property at any reasonable time during the holiday.

10. Customer Satisfaction

If you are not entirely satisfied with your cottage please contact us immediately and every effort will be made to make right any problem. Complaints not reported during occupancy cannot be investigated at a later date.

11. Accidental Damage

Whilst we know that accidents happen, we ask that any damage or breakages be reported as soon as possible. We reserve the right to charge for any damage or breakages.

12. Confidentiality

For the purpose of the data protection act 1998 Tanylan Farm Holidays is the sole data controller of all personal data provided by customers and prospective customers. In order to process your booking we need to collect certain personal details from you for example, names, addresses, credit/debit card or other payment details and special requirements such as those relating to any disabilities or medical conditions which may affect your holiday arrangements. We need to process and store your personal details for our own administration, market analysis and operational reviews. We would also like to store these details for future marketing purposes e.g. brochures and special offers. We will never disclose your names, contact details and booking preferences to any other individuals, companies, or organisations.

13. Booking Conditions

These booking conditions were updated in January 2010 and supersede all previous editions. Subsequent editions may supersede these booking conditions. Your statutory rights are not affected by anything contained within these booking conditions.