



Terms & Conditions Of Bookings

BOOKINGS

Reservations are from Saturday to Saturday between May & Oct . At other times of the year bookings may be accepted for shorter periods. Please contact us to check availability. Bookings are not confirmed until written confirmation has been sent to the Client by Treloen Holiday Apartments and the deposit paid.

A deposit of £100 per week is required for bookings up to £600 per week, and £150 per week for bookings over £600 per week, which must be enclosed with the booking form. If a booking is made within one month of the arrival date, full payment will be due.

The balance of the payment must be paid NO LATER THAN one calendar month before the date of arrival. Prices are shown inclusive of VAT and are subject to alteration should the VAT rate change.

PAYMENTS

By cheque made payable to 'Treloen Holiday Apartments' and sent to **C/O Mrs Fiona Martin, Fatherford Farm, Okehampton, Devon, EX20 1QQ** ,or by Bank Transfer **N.B All fees for international bank transfers must be covered by the guests** **CANCELLATIONS AND REFUND POLICY**

We strongly recommend that you should consider taking out holiday insurance to be able to recover your costs in the event that you have to cancel your holiday.

Our cancellations and refund policy is :- 0-13 days 100% payable

14-27 days 75% payable

28-55 days 60% payable

56 days + deposit payable

However, if we can re-let the accommodation a refund of the balance will be made according to the proportion of the holiday that is re-let. PLEASE INFORM US AS SOON AS POSSIBLE IN ORDER TO GIVE US TIME TO RE-LET THE ACCOMMODATION AND FOLLOW UP IN WRITING.

No recompense can be made on a holiday curtailed on or after arrival date. If the accommodation cannot be re-let you will still be liable to pay the total cost of the booking.

In the event of cancellation of any booking by the Proprietors the liability of the Proprietors will be limited to a refund of any monies paid.

ARRIVAL/DEPARTURE TIMES AND LATE ARRIVALS

Bookings commence from 15.00 on the day of arrival and end not later than 10.00am on the day of departure. If arriving after 19.00 please advise in advance so that if necessary arrangements can be made for collection of your key. Failure to do so may result in your booking being treated as having been cancelled by you.

ALL APARTMENTS MUST BE LEFT IN A CLEAN AND TIDY CONDITION

DOGS

Dogs are accepted ONLY by prior arrangement and ONLY on the understanding they are quiet and well behaved and not allowed in the bedrooms. All dog hairs must be removed prior to departure. They MUST be kept on a lead and exercised off the premises, and not left in the apartment unattended or on the furniture. Own bedding and feeding bowl must be provided. ONE ONLY PER APARTMENT, (the total number will be very limited at any one time).

LIABILITY

The Proprietors do not accept liability for any personal injury sustained by any visitor to the premises or loss of or damage to any personal property brought onto the site, however caused.

OCCUPANTS

No accommodation may be occupied by more than the number of persons specified on the Booking Form, and the number must not exceed the maximum as indicated on the tariff. A baby counts as one occupant. Bookings are not transferable to another party except with permission of the Proprietors. These are family apartments and we regret that parties of all young men or all young ladies cannot be accepted - except by prior arrangement. If in the opinion of the proprietors any party causes nuisance or disturbance to others, they will be required to vacate the premises without recompense.

DEFECTS

Deficiencies, Damage to, or Failure of, any items in the apartments must be reported to the Proprietors immediately, and not left until the day of departure. Repairs are not to be undertaken by residents.

Please let us know if there are any problems with the accommodation so that we can take immediate action. If we are denied the opportunity to investigate or put matters right during the holiday the guest will waive all rights. The guest is liable for the full cost of any damage caused to or within the property during the rental.