

# **These terms and conditions are taken as 'agreed' at time of booking.**

**The images of the Crab Line are subject to change and are a guide to the layout and furnishings.**

*All Costs and payment dates will be pre-arranged for Flexi-Lets.*

**The booking form can be sent and a reservation will be held for 7 days.**

**A deposit of 20% of the cost of the holiday will be required.**

Upon acceptance of the booking, full payment is due 6 weeks before the booking **start date**.

If booking 6 weeks or less before the **start date** of the booking, the full amount must be paid at the time of booking. Any applicable VAT is included.

If the balance of the booking is not paid by the **due date**, we shall be entitled to cancel the booking and the guest (party contact) will forfeit the deposit.

If the guest cancels before **due balance** they will forfeit 50% of the deposit.

If the guest wishes to cancel the booking less than 6 weeks before 14 days of the booking start date they must advise us in writing and will be refunded 50% of the full payment cost. After this time, during the last 14 days, no refund is possible.

You, the guest, must agree to keep the property clean and tidy and leave it in the same condition as at the commencement of the stay.

In addition you will, by way of payment or replacement, compensate for damage or breakages incurred or excess cleaning required.

If you consider you have cause for complaint, please take up the matter immediately with us. We cannot accept claims for compensation lodged after departure as it is no longer possible to investigate the complaint in order to take corrective action.

Except by prior arrangement no more than the stated number of persons may occupy the property and we have the right to refuse to admit more than the number of persons shown on the booking confirmation.

Pets are not usually permitted, they must be agreed at the time of your booking request and will incur extra cleaning costs.

Smoking is prohibited inside the bungalow.

Bed linen, towels and tea towels are included unless otherwise stated. (Flexi Let guests provide own linen)

You, the guest, agree to abide by the dates agreed for your holiday i.e. from 3 pm on the date of arrival until 10.30 am on the date of departure. (unless a time is requested in advance)

We shall be allowed any reasonable access to the property during the stay period by appointment except in case of emergency.

We hope you enjoy your stay at the Crab Line.

For Information: The conservatory area has no heating so maybe too cold to sit in at times during winter months. However the w.c. /shower room off the conservatory does have a heater.