

HIGHCLIFFE TERMS & CONDITIONS

BOOKINGS PROCEDURE / PAYMENTS

At the time of booking a deposit of 25% of the rental cost is payable along with the booking fee or £37.50.

The remaining rental plus any extras, including a £300 refundable damage deposit is due 8 weeks prior to arrival. We will send a reminder approximately 9 weeks prior to arrival.

The damage deposit of £300.00 is fully refundable 14 days after the day of departure, less any unsettled charges *i.e. breakages, extra cleaning charges surcharge for unreturned facilities cards etc* which may be incurred. **Please note the refund will be returned to the card which was used to settle the final balance.**

ALL PROPERTIES on the Highcliffe site have a **NON-SMOKING and NON-VAPING POLICY.**

FAMILY GROUPS

Bookings of family groups are taken on the understanding that parents will stay at the property for the full duration of the tenancy. Unsupervised groups of teenagers are not allowed. The Highcliffe Agency reserves the right to terminate any tenancy where teenagers or children have been left unsupervised.

NUMBER OF OCCUPANTS

The Owners of the premises along with Highcliffe Agency reserve the right to prohibit occupation of the premises by any persons additional to the number indicated on the website. Occupation by more than the permitted number will be deemed a termination of the booking and The Occupier's party will be required to vacate the premises immediately.

FACILITIES

The Gym and Tennis Courts are unmanned. Please take care and use the exercise equipment and the courts at your own risk. **Children under the age of 12 years are NOT permitted in the gym.** Children aged 12 > 16 years must be ALWAYS accompanied with an adult. Highcliffe will not accept any responsibility for accident or injury. Classes for the yoga studio can be booked via our facilities page on the website www.highcliffecornwall.co.uk/facilities. Please remember to bring your own tennis rackets.

PETS

It should be noted that certain Owners do not permit pets within their property. This condition must be rigidly adhered to. Furthermore, Owners will not permit pets to sleep in an Occupier's vehicle within the boundaries of the property. If this condition is not complied with it will result in the immediate cancellation of the license to occupy the premises. Pets are NOT allowed on beds or furniture and all owners must keep their dogs under control during their stay. We would kindly ask that pets are not left unattended within the property. Please do not let them run loose without supervision. There are four dog waste bins located around the Highcliffe site, please clean up after your dog.

We reserve the right to deduct £50 from your deposit for any dog mess left outside the property.

ARRIVAL

On the day of arrival, the property will be available for your arrival from **4pm**. Please check in at Reception on arrival. For late arrivals, details will be in our pre-arrival email including details regarding the key safe at the property. Unfortunately, we cannot accept supermarket deliveries before 4pm.

DEPARTURE

On departure day, tenants are required to vacate the property for 10am, please return the property keys to reception along with the facilities card.

CLEANING

Tenants are required to leave the property in a clean and tidy condition. We request that:

- All bins are emptied within the property.
- Recycling is taken to the reception area located at the far end of the Reception Car Park
- Dishes are washed and put away or the dishwasher is left running for the Highcliffe housekeeping team to empty.

Failure to meet these requirements will result in an excess cleaning charge being deducted from your damage deposit.

ELECTRIC VEHICLE (EV) CHARGING

Charging EV's using the domestic supply of a Highcliffe property is not permitted unless the property is equipped with an EV charging terminal. Two "pay as you go" EV charging stations are located in the Reception car park.

DAMAGE/DEFECTS

Any dissatisfaction with the accommodation must be reported to Highcliffe Reception within 24 hours of arrival. Any damage to the premises or the contents, caused by an Occupier or member of the Occupier's party is to be reported to Highcliffe Reception immediately.

OCCUPIER'S PROPERTY

The Owners and Highcliffe Agency accept no responsibility or risk for any loss or damage to any property (*including vehicles, boats, and trailers*) of an Occupier or any member of the Occupier's party or of any person or persons entering the premises with the consent of any Occupier or member of the Occupier's party.

PROPERTY DESCRIPTION

Whilst every effort is made to provide an honest and accurate description of the properties on our website, these are intended as a guide only and do not form part of the contract. Whilst Highcliffe endeavour to remain transparent about the building works on our own development Highcliffe cannot held responsible for any works within the local area of Highcliffe.

BOOKING ALTERATIONS

Any change in holiday dates will be subject to the agreement of Highcliffe Agency along with the property owners.

Requests to transfer the booking to another property at Highcliffe will be treated as a cancellation of the original reservation.

If for any reason beyond Highcliffe's control, the booking must be cancelled or alter arrangements made, Highcliffe Agency will make every effort to offer an alternative property if one is available.

If the alternative offered by Highcliffe Agency is rejected, we will return any monies paid.

CANCELLATIONS

If, for any reason, a booking is cancelled more than 8 weeks before the Date of Arrival, the whole of the deposit shall be forfeited to Highcliffe Agency unless, the accommodation is re-let. If successful in re-letting Highcliffe Agency will refund the deposit paid less a cancellation fee of £60.00 and less the booking fee, which is non-returnable.

If, for any reason, a booking is cancelled within 8 weeks of the Date of Arrival or the occupant fails to take up the accommodation without cancelling the booking, the deposit along with the balance of the total charge for the accommodation shall be forfeited to Highcliffe Agency. If successful in re-letting Highcliffe Agency may refund monies paid less a cancellation fee of £60.00 and less the booking fee, which is non-returnable.

Highcliffe Agency are unable to arrange Holiday Insurance on your behalf. We strongly recommend that your own appropriate Holiday Insurance is in place at the time of booking.

GENERAL

The Owners or Highcliffe Agency have the right to have access to the property at all reasonable times for the purpose of inspection, carrying out repairs and reading meters.

Nothing contained herein shall be deemed to create a legal demise or any greater interest than a license for the purpose of a holiday on the terms herein before provided.