

Booking Conditions

Covid-19

We continue to follow the Government and respectfully ask you to follow the procedures. Please use hand sanitisers and try to social distance when and where possible.

We will and have to follow the Government's guidance from PHE (Public Health England) in all cases without exception. We urge you to read our booking conditions and stress that you take your own holiday insurance to cover Covid-19 outbreaks which are out of our control.

We cannot be responsible for any outbreak which results in additional costs or losses which may extend your stay or indeed shorten or cancel your holiday.

By working together and staying vigilant this will help us help you enjoy your time with us.

Booking Conditions

Accommodation MUST be vacated by 10am on the day of departure and will be available from 3pm on the day of arrival.

Bookings are normally Friday –Friday.

FAMILY PARTIES ONLY ARE ACCEPTABLE

No persons other than those listed are allowed accommodation. All children must be included.

Any additions must be confirmed before arrival (this also applies to overnight guests). Anyone found to have more persons in occupation than the number booked will have their booking terminated immediately. No refunds will be made in such circumstances.

All bookings are accepted entirely at the discretion of the management.

The management reserves the right to close at any time should exceptional weather conditions or a Pandemic outbreak make it necessary.

Deposit / Initial payment is 35% of the total cost. Bookings can be regarded as firm only when written confirmation has been issued on receipt of the initial payment. Once a booking has been confirmed the balance is due no later than 56 days before the holiday is due to commence. Failure to make such a payment will be treated by the company as a cancellation. All payments for a booking will not be refunded if a cancellation notice is received within 56 days of the commencement date.

If the accommodation should subsequently become unavailable, every effort will be made to offer suitable alternatives. No liability can be accepted beyond a full refund, not exceeding the total cost of the holiday, should our attempts prove impossible.

Minor booking amendments e.g.; reduction or change in party members, linen etc, should be notified to the booking office not less than 3 days prior to arrival.

NB: Total holiday cost is payable if booking within 2 months of holiday date.

Charging EV's

There is an additional charge of £30 for EV charging. Please advise when booking. Failure to notify on booking will result in the termination of the holiday. Any damage to sockets will be charged for.

Booking Procedures

Please email the booking office at HolidaysCroydeBay@gmail.com.

Bookings are normally weekly periods. Outside the main holiday periods and during the winter, short breaks are subject to availability. It is not necessary to fill all the beds in the accommodation that you choose, but the price quoted will remain the same.

When we receive your deposit, confirmation of your holiday will be issued within 10 days. This will detail the balance due, which should be submitted 8 weeks before your holiday. The full balance is payable if the holiday is less than 8 weeks away.

The hirer will be responsible for the cost of any breakages; damage or exceptional cleaning occasioned by any member of the party and should be reported immediately to reception. The hirer will take all responsible care to make sure the accommodation, furnishings and utensils are left in a clean and tidy condition.

We reserve the right to enter the accommodation at any necessary or agreed reasonable time to affect emergency maintenance, or resolve any problem that might occur.

In the event of complaint with the accommodation, the matter should be taken up at once.

We will investigate all complaints as soon as practical and will endeavour to resolve such.

The company and its employees accept no liability for:-

1. Loss or damage to the property, Cars Parked or any person or for any personal injury sustained whilst on the premises.
2. Any technical equipment that breaks down, or is out of order, arising from factors beyond their control.
3. Any facilities that are temporarily closed.
4. DOGS, CATS AND OTHER PETS are not allowed in our accommodation, or on the premises.

All prices quoted include VAT, where applicable, at 20%. Any changes in the rate will be adjusted on arrival.

Please take out your own holiday Insurance in these ever changing times.

By confirming your booking and paying your deposit / balance you agree to the above Terms and Conditions which are clearly laid out on our web site and available separately as a PDF download.