



Croyde Bay Holidays Booking Conditions

Covid-19 Global Pandemic Update

We continue to follow the Government guidelines that were laid down **before 19th July 2021**, we respectfully ask you to follow the procedures set out in your apartment pack, please wear a mask in communal spaces , 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 should take your own holiday insurance to cover Covid-19 outbreaks which are out of our control.

We cannot be responsible for any outbreak which result 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 at Croyde Bay Holidays.

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, Saturday-to-Saturday or Sunday-Sunday (Please refer to booking procedure)

FAMILY PARTIES ONLY ARE ACCEPTABLE

No persons other than those listed on the Booking Form are allowed accommodation. All children must be included on the form. 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 the complex at any time should exceptional weather conditions or a Pandemic outbreak make it necessary.

All arrivals must report to reception before proceeding onto the apartments. (During Covid-19 this may vary)

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.

One private car parking spaces allocated for each apartment

Overseas Bookings

All payments should be in £'s Sterling by bankers Cheque or by transfer to our account. Please ask for bank details, and add £6.00 to each payment to cover U.K. transfer charge.

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

Booking Procedures

Bookings are normally weekly periods, Outside the main holiday periods and during the winter, short breaks are subject to availability from as little as £99. It is not necessary to fill all the beds in the accommodation that you choose, but the price quoted will remain the same.

When you have made your selection (It is advisable to have an alternative in mind to save time when booking) please call the booking office on (01271) 890828 to check availability. You can always leave a message on our answer machine if you call outside office hours. Your telephone booking will be held for 4 days. Complete the booking form and send to this office, together with the correct deposit.

When we receive your booking form and 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.

Croyde Bay Holidays 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 with Croyde Bay Holidays at once. Croyde Bay Holidays 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 of any person or for any personal injury sustained whilst on Croyde Bay Holidays 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

DOGS, CATS AND OTHER PETS are not allowed in our accommodation, or on the premises.

There is a small supermarket 500 yards from complex in season only, a small Co-op and large Tesco are close by in Braunton and Barnstaple.

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

We do not offer holiday insurance, but can supply details of an insurance company on request.

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.

For and on behalf of Croyde Bay Holidays