

Bay House
Porthcothan Bay, Padstow

BOOKING TERMS AND CONDITIONS

1. **RENTAL PERIOD:** Bookings are made from 5.00pm on the day of arrival until 9.00am on the day of departure. Arrivals earlier than this or departures later than this are, unfortunately, not possible. (Please note that these check-in/out times are due to Covid-19 regulations and we will advise you of any changes).
2. **BOOKING FORM:** An adult (over 18 years) must complete a booking form in full. The person who completes the Booking Form certifies that:
 - a. He or she is authorised to agree the booking conditions on behalf of all of the guests included on the booking form, including any substituted or added at a later date.
 - b. The signatory is over 18 years of age and a member of the party intended to occupy the property.
 - c. Agrees to take responsibility for the party occupying the property.
 - d. Accepts our terms and conditions on behalf of all members of their party. We have the right to obtain the name, address, telephone number and date of birth of each member of your party before confirming your booking or at any other time. Failure to provide us with full details of the makeup of your party prior to your arrival may result in access to Bay House being delayed or denied. Please note that we will share, if requested, this information with NHS Test and Trace or similar Government or law enforcement agency.
3. **DEPOSITS:** We can only accept bookings on receipt of a completed booking form. A deposit of 25% of the holiday price is required and this should be sent with the booking form. In the case of bookings made within six weeks of arrival, the full amount must be sent with the booking form.
4. **BALANCE PAYMENT:** We must receive the balance of the rental cost no later than 6 weeks (42 days) before your holiday commences. This date will be shown on your booking paperwork and no reminder will be sent. Failure to pay the balance by the due date may result in the cancellation of your holiday and forfeiture of the deposit. On receipt of the balance and security deposit (see Section 12), full details of key collection arrangements and directions to the property will be sent.
5. **CANCELLATIONS:**
 - 5.1 Cancellation changes must be notified to Bay House or Carefree Holidays by phone and also by email and once received in writing we will confirm the cancellation request. The effective date of the cancellation is when written confirmation is received by Bay House. Any amounts due for refunding will be made within 14 days.
 - 5.2 Cancellation charges will apply to your booking. Written cancellation of your holiday up to 42 days before arrival will result in the loss of your deposit (25% of holiday cost). Written cancellation received within 41 days or less of your arrival date will result in the loss of the full rental amount.
 - 5.3 If your booking has to be cancelled because Bay House is put under Government Restrictions, has to close and the period of closure covers your holiday, **you will be offered a full refund.**

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- 5.4 In the event that your given address is put in to local/ regional Lockdown, rendering you unable to travel and the period of restriction covers your holiday, **you will be offered a full refund.**
- 5.5 **Guest inability (or the inability of any, some or all of your intended party) or disinclination to travel to and stay at Bay House for any reason.** This includes (but is not limited to) illness (including Covid), a requirement to self isolate, quarantine or “shield”, a call to jury duty, military service, incarceration, change in personal or work circumstances, family emergencies, travel delays, vehicle breakdown and delays with public transport. These remain at your risk and **do not give rise to a right to cancel or to receive a refund. Covid is now a known risk and it is possible to insure your holiday against it. We strongly advise you to take out UK travel insurance to cover these such eventualities. If you choose not to take out travel insurance, then you accept responsibility for any loss that you may incur due to your cancellation.**
- 5.6 Following a cancellation by a guest, we will attempt to re-let Bay House and, if successful, we will refund your payment less £100 per week for administrative costs and less any shortfall should Bay House be re-let at a reduced rate.
6. **TOTAL NUMBER IN PARTY:** The number of people in your party must not exceed the number stated on your booking form except by prior arrangement. Under no circumstances can your party size exceed the Bay House capacity of 10 persons over 2 years of age plus one additional child under 2 years of age occupying a cot.
7. **COVID PANDEMIC GUIDELINES.** It is not acceptable to act against Government guidelines and legislation and break rules relating to any illness, including Covid. We reserve the right to cancel your holiday if we believe it to be in the safest and best interests of our guests, contractors and Bay House.
8. **COMPOSITION OF PARTY AND AGE LIMITS:** At Bay House we provide family holidays and we reserve the right to decline group bookings made by large parties, celebration parties or groups of young people under the age of 25 years.
9. **PETS:** We welcome one well behaved dog per booking provided that this is booked in advance. A small additional cleaning fee will apply.
10. **NO SMOKING:** Bay House and the area outside doorways are strictly **NO SMOKING** zones.
11. **HOUSEKEEPING AND LINEN:** Bay House will be freshly prepared prior to our guests’ arrival, adhering to our Covid protocol. Bed linen and bathroom towels are provided and beds are made up awaiting our guests’ arrival. For stays of 14 nights or more, clean bed linen will be provided mid stay. Bedding for the travel cot and beach towels are not provided. Any complaints regarding housekeeping must be notified immediately to our Housekeeping Service so that they can be rectified (contact numbers will be provided). It is the responsibility of our guests to take good care of the property and leave it in a tidy condition at the end of their stay. A copy of our check-out procedure is given to all guests. Non-compliance with these procedure will result in additional cleaning charges by our housekeeping service and these will be deducted from the guests’ security deposit. If the property requires excessive

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- cleaning following your departure, this is the responsibility of the guest who signs the booking form and charges will be deducted from the security deposit.
12. SECURITY DEPOSIT: The occasional accident is bound to happen but significant losses or damages must be paid for. The property will have been checked prior to your arrival and any deficiencies or damages noted or, normally, fixed. If you find any deficiencies on arrival or during your stay, please notify our Housekeeping Services immediately to allow them to deal with the problem. We take a £300 security deposit at the same time as the guest's final balance payment. This security deposit is fully refundable following your holiday, subject to a satisfactory inspection of the house by our housekeeping team following your departure. Deductions will be made for any damage caused or extra cleaning required (including that required due to guests' late check-out) and liability is not restricted to the amount of the security deposit paid.
 13. MAINTENANCE: We, or our representatives, reserve the right to enter the property to perform essential maintenance to the property of equipment therein, at any reasonable time but without notice whether or not the house is occupied. We employ a local gardener and window cleaner who may call during your stay and to whom you must grant access.
 14. FACILITIES AND AMENITIES: These may be altered or withdrawn if circumstances beyond our control necessitate this (e.g. Health and Safety rules). In these frequently changing times, we will provide guests with a "Revised Operating Procedures at Bay House" document which you should read prior to your stay.
 15. NUISANCE: We reserve the right to terminate the bookings of any party causing excessive noise or nuisance to our neighbours.
 16. SECURITY: It is the guests' responsibility to ensure that Bay House is secure during their stay. Doors and windows should be closed and locked and fire doors must never be wedged open or fire equipment tampered with. It is especially important to securely lock the house on check-out and safely store the key in the advised location.
 17. NON-AVAILABILITY: Should the property not be available on the date booked, for reasons beyond our control (e.g. fire, flood, theft, pandemic outbreak), all monies paid by the guest will be refunded in full. The guests will have no further complaint against the owners.
 18. OWNER RESPONSIBILITIES: The owners accept no responsibility for loss or damage to goods, or injury or death to persons, to the extent that such liability can be lawfully excluded. Vehicles, cycles, and all personal belongings are left at the guests' own risk.
 19. COMPLAINTS: We want everyone to have a trouble-free stay at Bay House but, in the likely event that our guests have a complaint, they should rectify our Housekeeping Service immediately so that we can try to contact the problem. The owner's contact details are also available at Bay House, however the majority of issues should be addressed to our Housekeeping Service, who are based locally, in the first instance.
 20. PRIVACY POLICY: Full details are available on our website: www.bayhouseholidays.co.uk.