



Terms and Conditions

1. General

The letting of 'the Property' for any period ("the Tenancy") shall be between The Owners and the person(s) named on the booking form ("the Tenant(s)") such expression to include any other person occupying the Property with the Tenant(s), subject to the following booking conditions. Wellies & Windbreaks ('The Management') is responsible for all administration relating to the booking and is the sole point of contact.

2. Rent & booking fee

Rents shown are per week (or per Short Break, where applicable). All bookings are to be made directly with the management. A 2% booking fee is charged in addition to the rent on all bookings.

3. Deposits and balance settlement

For bookings made more than 2 months before arrival a deposit of 25% of the total rent is payable on booking. The balance of rent must be paid at least 2 months before arrival. For bookings made less than 2 months before arrival the total rent is payable on booking. The acknowledgement of the balance payment will set out arrangements for access to the property. The management reserves the right to cancel the booking and retain the 25% deposit if the full balance is not paid within a week of the final demand. The final demand shall be made if the full balance is not paid within a week of the due date shown on the tenants booking form. Provisional bookings will be held for 4 working days only.

4. Refundable Security Deposit

A refundable security deposit is required. For guests who pay via debit or credit card, the sum of the security deposit (property specific) will be held on account for 7 days prior to arrival and up to 14 days following departure. The hold will be released after inspection of the property and subject to its state and contents being satisfactory. For guests who paid the security deposit via bank transfer, Wellies & Windbreaks will be in touch within 14 days of departure to request bank details for a refund to be processed. Refunds will follow an inspection of the property and will be subject to its state and contents being satisfactory. The same applies to security deposits which have been paid via cheque and held on file. Cheques will be destroyed within 14 days following an inspection of the property and subject to its state and contents being satisfactory. Reasonable deductions from the deposit may be made for breakages or damage at the discretion of the management. Should any damage exceed the value of the security deposit, the tenant is liable for the additional costs.

5. Commitment

Once confirmation of the booking has been issued by the management, the tenant is liable for the total rent unless a cancellation has been made in writing to the management. At that stage, the terms of the cancellation policy apply (see 6 below.)

6. Cancellation

i) If a tenant cancels more than 60 days prior to their holiday, the 25% deposit paid to secure their booking will be retained. A cancellation must be made in writing to the management and upon receipt of notice of cancellation, the management will seek to re-let the property for the whole period of the booking. If the management succeeds in re-letting the property for all or part of the period booked, it shall refund the deposit monies retained less a £45 administration fee.

ii) If a tenant cancels less than 60 days prior to their holiday, the tenant is still liable for the full cost of the booking. A cancellation must be made in writing to the management and upon receipt of notice of cancellation, the management will seek to re-let the property for the whole period of the booking. If the management succeeds in re-letting the property for all or part of the period booked, it shall refund the guest an amount equal to the monies received less (1) the rental for the period that is not re-let and (2) an administrative charge of £45.00. If the management does not succeed in re-letting the property for any of the period, the tenant is liable for the full cost of the booking.

iii) The management advises that tenants take out separate holiday cancellation insurance. Wellies & Windbreaks has partnered with XCover, a refund protection specialist who provide guests with the opportunity to add enhanced refund terms during the checkout process of booking. Opting into this service, which is charged at a % of the property booking cost, enables the guest to request a full refund from XCover should they, or anyone in their party, be unable to attend their stay due to unforeseen circumstances.

7. Occupation and vacation of properties

The property is available for occupation from 16.00 on the day of arrival and must be vacated by 10.00 on the day of departure. Unless an alternative has been agreed by the management. Long weekend and mid week rentals are subject to availability in mid and low season.

8. Provisions

All bed linen, bath/hand towels and tea-towels are provided. Beach towels are not provided. One travel cot and one high chair can be provided upon request. Tenants must bring their own cot bedding.

9. Unavailability

If the property shall be made unavailable for whatever reason before the commencement of the Tenancy, the Tenancy shall be cancelled and the rent paid shall be refunded. The tenant however shall not be entitled to any further damages.



10. Tenants obligations

- To pay for any losses, damage or breakages to the property caused by the tenant or a member of their party. Appropriate costs will be deducted from the security deposit as necessary, following an inspection of the property upon departure.
- To take excellent care of the property and its furniture, pictures, fittings and effects and leave it in the same state of repair and condition and in the same clean and tidy condition at the end of the tenancy as in the beginning.
- To permit the management reasonable access to the property for the purpose of inspection or to carry out necessary repairs or maintenance.
- Not to part with possession of the property, or share it, except with members of the party shown on the Booking Form.
- Not to sell or transfer the booking to another party without the management's agreement
- Not to cause an annoyance or become a nuisance to occupants of adjoining premises or local neighbours
- Not to smoke in any part of the property and to make sure cigarette ends are not left in the garden or at or near the front of the property
- Not to bring any pets, unless agreed by the management.
- Under no circumstances may guests host parties or large gatherings at the property.

11. Maintenance and repair

The property is maintained to a high standard. The property will be cleaned prior to the beginning of every tenancy.

In the event of a service or item fault, the tenant must inform the management and a repair / replacement shall be found / fitted within 24 hours where possible and within 3 working days at the maximum. The management cannot be held liable for any loss arising from loss of use of the service / item within the specified time limit.

12. Complaints

Any complaint must be made known to the management during the tenancy. No complaints will be entertained after the tenant has departed the property. In specific regard to complaints about cleaning, the tenant is required to raise concerns upon arrival with the management and if required, a cleaner will be sent back to the property to make amends. All cleaning concerns must be raised within 24 hours of arrival. The management will not offer compensation for cleaning related complaints.

13. Personal injury & loss of tenant property

The tenant or members of his/her party cannot hold the owners or management responsible for personal injury sustained or the loss of or damage to any personal belongings during their stay at the property. Use by the tenant of all facilities at the property is at the tenant's risk.

14. Occupancy

Only named guests detailed in the booking form are permitted to stay at the property overnight.

15. Right to refuse

The management reserves the right to refuse any booking and in exceptional circumstances, to terminate, modify or alter arrangements made for the tenant.

16. Property Description

Within the limitations imposed by the website featuring the property, the management believes that the property is fairly described. However, some changes do happen during the year and the management will make every effort to pass on any relevant information to prospective tenants. Should any further information be required about the property and its surroundings, it is always possible to speak to the management.

17. Validity Clause

If any term or provision in these Booking Conditions shall in whole or in part be held to any extent to be illegal or unenforceable under any enactment or rule of law that term or provision or part shall to that extent be deemed not to form part of this Agreement and the enforceability of the remainder of this agreement shall not be affected.