

# BOOKING CONDITIONS



Keith & Sarah Hale, Tremelethen Farm,  
St Mary's, Isles of Scilly, UK  
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email. [golffarmhouse@tiscali.co.uk](mailto:golffarmhouse@tiscali.co.uk)

## RATES/BOOKING

We will endeavour to keep the availability on the web site up to date. Please telephone or email to check availability if you wish to make a provisional booking. A completed booking form together with the deposit should then be sent within seven days. Once the form and deposit have been received we will confirm your reservation. (If you would like us to stay in touch with you, please sign up for our newsletter. Any special offers and late availability will normally be sent by newsletter.)

## BOOKING CONDITIONS 2008

The contract is for a short term holiday rental and shall be made between the guest and Keith and Sarah Hale. A contract is only entered into once the booking form and deposit have been processed and a letter of confirmation issued. All guests must be listed on the booking form at the time of booking. Additional guests can only be accepted by agreement after this date. A provisional booking will be held for seven days and we will confirm your booking on receipt of the completed booking form and a deposit of 10% of the total rental fee. A copy of our Access Statement is available on request.

## PAYMENT

A deposit of 10% should be sent with the booking form. Payment should be by cheque made payable to K J and S P Hale. The balance is due and must be received 4 weeks prior to the arrival date. No reminder will be sent. For bookings made within 4 weeks of arrival, the total amount is payable on booking and if the booking is made within 1 week of arrival, payment is by bank transfer. In the event of the balance not being received within the time specified (time being of the essence) we reserve the right to cancel the booking and retain the deposit as a cancellation fee.

## CANCELLATION

In the event that you need to cancel your booking, you must notify us in writing addressed to our correspondence address: Tremelethen Farm, St Mary's, Isles of Scilly TR21 0NZ. If the booking is cancelled after the deposit has been paid but prior to the final balance becoming due, the deposit will be retained. Should you cancel your booking once the final balance has been paid, you are liable for the full cost of the rental. However, we will do our utmost to re-let as much of the rental period as possible. If we are successful in re-letting the property for the whole period, we shall refund all monies paid less an administration fee of £50. If we are successful in re-letting the property for part of the period, or for less than the full rental amount we shall refund the amount equal to the money paid by the new guest, less an administration fee of £50.

**Non payment of the balance by the due date will be construed as cancellation by you. We strongly recommend you take out appropriate cancellation insurance.**

## CANCELLATION BY US

We reserve the right to cancel your booking at anytime in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking of the property. However we will not be liable for any other loss incurred by you as a result of the cancellation.

## BOOKING AMENDMENTS

If you need to amend your booking dates outside of the cancellation period, we will do our utmost to assist you in transferring the start /finish date of your stay subject to suitable availability.

## OCCUPANCY

The property may only be occupied for the purpose of a holiday. The property may only be occupied by the number of the guests stated on your booking form. If you wish to amend the number of guests in your party, this must be agreed in advance of your stay. When booking please list all guests (including infants) on the booking form. A maximum of 8 guests may occupy the house. We reserve the right to refuse entry to the entire party if this condition is not observed.

## ARRIVAL AND DEPARTURE

The rental commences at 2pm on the day of arrival and ends at 10am on the day of departure. During the low season we may be able to offer an early arrival or later departure, subject to availability, however we cannot guarantee this.

## GUESTS OBLIGATIONS AND RESPONSIBILITIES

The guest agrees:-

1. To keep the property its fixtures and fittings in the same and proper condition and repair as on arrival
2. To fully clean the property on your departure (this includes the equipment provided).
3. That all children and adults requiring care remain the responsibility of the guests at all times
4. To pay for any damage or loss however caused excluding reasonable wear and tear incurred during the occupation. All breakages and any damage must be reported to us before the end of your holiday and you will undertake to reimburse us on demand.
5. Not to cause nuisance or annoyance to occupants of any nearby property
6. To allow access to Golf Farm House representatives if it is deemed necessary
7. If in the opinion of Golf Farm House principals, any guest is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance to other parties, this agreement may be terminated forthwith but the guest shall remain liable for the whole cost of hire and no refund shall be due.
8. If damage caused results in the party being unfit for occupation to subsequent guests you shall be liable for the loss of rental income and any other related losses

## PETS AND SMOKING

We regret that pets and smoking are not permitted on the premises.

## OUR LIABILITY

We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party. We reserve the right to cancel your booking at anytime and the total liability will be to refund to you all sums which you have already paid.

## RIGHT OF ACCESS

You must allow us and our representatives access to the property at reasonable times for the purpose of inspection, or to carry out any repairs or maintenance.

## SHOULD YOU ENCOUNTER A PROBLEM

We hope you will never have any cause for complaint. In the event that a problem occurs please contact us as soon as is possible while you are at the property so that we can make every reasonable effort assist to you and to resolve the issue.