

Booking Terms & Conditions

1. CONTRACT - The letting of KINGSGROVE SALCOMBE for any period (to include Short breaks as herein after defined) ("the Tenancy") shall be between KINGSGROVE SALCOMBE and the person(s) named on the booking form ("the Tenant(s)") such expression to include any other person occupying KINGSGROVE SALCOMBE with the Tenant(s).

2. RENTAL TERMS- All prices for letting KINGSGROVE SALCOMBE quoted on the website are per week. In low season short-breaks will be considered subject to availability. Short break rates are available on request.

3. PAYMENT & CONFIRMATION - Provisional bookings are accepted by KINGSGROVE SALCOMBE via the website booking form or via telephone. The booking is not considered confirmed until a duly completed official booking form has been received by KINGSGROVE SALCOMBE and payment of a non-refundable rental deposit (one third of total rent) has been made with cleared funds deposited in the KINGSGROVE SALCOMBE bank account. KINGSGROVE SALCOMBE will confirm the full details of the booking in writing or via e-mail to the Tenant. Once confirmation has been issued the Tenant is liable for the total rent. The balance of rent must be paid at least 8 weeks before arrival, without further demand. N.B. In the case of bookings made within 8 weeks of the commencement of the holiday the full amount must be sent with the booking form. The acknowledgement of the balance (or full) payment will detail arrangements for access to KINGSGROVE SALCOMBE. In addition to the rent, a refundable security deposit of £200 may also be requested.

4. CANCELLATION- Any cancellation must be made in writing to KINGSGROVE SALCOMBE. If you cancel within eight weeks of the date of your arrival then KINGSGROVE SALCOMBE reserve the right to charge 100% of the rent. If you cancel more than eight weeks before the date of your arrival then the full rental deposit will be forfeited, unless re-let. If KINGSGROVE SALCOMBE is re-let the Tenant will receive a full refund of the rental paid less a £150 administration charge. We clearly hope that this does not occur and would strongly suggest that you take out comprehensive holiday insurance to cover such a situation,

5. ARRIVAL & DEPARTURE - KINGSGROVE SALCOMBE is available for occupation from 3.00pm on the day of arrival and must be vacated by 10.00am at the latest on the day of departure.

6. EQUIPMENT FAILURE - Every effort is made to ensure all items of equipment described and supplied in KINGSGROVE SALCOMBE are in good working order; however no guarantee is given or liability accepted if breakdowns occur before or during a Tenancy. We will endeavour to organise repairs or replacements as quickly as reasonably possible.

7. TENANTS OBLIGATIONS

i) The Tenant will take all reasonable care of KINGSGROVE SALCOMBE and ensure that KINGSGROVE SALCOMBE and all equipment is left clean at the end of the holiday.

ii) The Tenant shall not do or suffer to be done in or upon KINGSGROVE SALCOMBE any act or thing which may be a nuisance, damage or annoyance to other occupiers of the building of which KINGSGROVE SALCOMBE forms part (where appropriate) or the Owner or the Tenants or occupiers of any adjoining premises.

iii) The Tenant will pay for the replacement of all furniture or household effects lost, destroyed or damaged beyond repair during the Tenancy– any missing items, damage or breakages to KINGSGROVE SALCOMBE fittings or equipment must be reported to KINGSGROVE SALCOMBE immediately.

iv) Not to allow KINGSGROVE SALCOMBE to be used or shared with anyone not named on the booking form

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8. COMPLAINTS - All complaints must be notified to KINGSGROVE SALCOMBE immediately to ensure sufficient time is given to investigate and/or take the necessary remedial action. Compensation will not be offered where the Tenant has denied KINGSGROVE SALCOMBE the opportunity to rectify matters during the Tenancy.

9. TERMINATION - KINGSGROVE SALCOMBE reserve the right to terminate the Tenancy immediately if any of the above conditions are not observed.

10. LOST PROPERTY - The personal belongings of the Tenant are the complete responsibility of the Tenant and no liability can be accepted for any loss or damage. Any articles left by the Tenant can be forwarded on receipt of a minimum handling fee of £25.

11. PETS - The Tenant shall not allow pets of any kind at KINGSGROVE SALCOMBE without the express permission of KINGSGROVE SALCOMBE. If pets are permitted they must be kept under strict control at all times and must not be left unattended in the property. The Tenant will be responsible for all damage caused by the pet.

12. NO SMOKING - KINGSGROVE SALCOMBE is a non-smoking property. Smokers are asked to smoke outside and remove any butts.

13. WEBSITE & GENERAL INFORMATION SHEET - The information on our website and in the general information sheet provided are given in good faith and are believed to be correct. KINGSGROVE SALCOMBE accepts no liability if this is not the case.

14. LIABILITY - KINGSGROVE SALCOMBE (for itself, its owners, agents and employees) shall not be liable to the Tenant or third parties for any accident, damage, loss or injury, expense or inconvenience which may be suffered, incurred, arise out of or in any way connected with the Tenancy. No terms of this Tenancy is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not a party to the Tenancy.

KINGSGROVE SALCOMBE cannot be held responsible for matters beyond their control such as (but not limited to) noise, nuisance, disturbance resulting from bad weather, building works, local events etc. disruption of service from utility suppliers or changes to amenities described in the property details, the general information sheet or the website.