

BOOKING CONDITIONS

1. CONTRACT

The letting of a Property on the Dovey Cottages webpage (“the Property”) for any period (to include Short breaks as herein after defined) (“the Tenancy”) shall be between the Owner of the Property (“the Owner”) 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). Dovey Cottages (‘the Agency’) act only as agents for the Owners of the Property and are not Principals.

2. RENTS

All rentals shown on the Agency website are per week unless otherwise stated. The Agency reserves the right to adjust prices quoted, on supplements or on details to Properties due to errors or omissions.

3. PAYMENT & CONFIRMATION

Bookings are only accepted by the Agency in writing on the official booking form. Once the form and payment for rental deposit (1/3rd), booking fee and other extras (where applicable) are received, the Agency 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 (plus extras) must be sent with the booking form. The acknowledgement of the balance (or full) payment will detail arrangements for access to the Property.

4. CANCELLATION

All cancellations must be notified to the Agency in writing. Should a cancellation be made which does not qualify under the terms of the Client Cancellation Insurance, the Client remains liable in accordance with the Booking Conditions.

Cancellation Insurance is not compulsory, but the Agency strongly recommends such insurance is taken to cover and protect against the cancellation of the holiday and possible penalty. In no circumstances is it possible to refund holidays.

5. HOLIDAY TENANCIES

Holiday tenancies are a minimum of one week, unless otherwise agreed by the Agency.

6. SHORT-BREAKS

When and where offered (see Point 5 above) short-breaks constitute a minimum of any three consecutive nights and/or a charge equivalent to 65% of the advertised weekly rental, 4 nights = 75%, 5 nights = 85% and 6 nights are charged at the full weekly rental. N.B. Not all Properties advertised are available for short-breaks and/or will offer discounts from the weekly rental.

7. PETS

It is regretted that domestic animals (normally dogs) are only permitted where indicated in the Property description (max 1 dog only unless otherwise stated) at a charge of £20.00 per dog per week or part thereof. Dogs must never be left unattended at the Property and should be exercised off the premises. Dogs should not be allowed in the bedrooms or on the furniture and must be kept under control at all times. Some Properties may not allow dogs but may have done so in the past – if you have an allergy and need to check this prior to booking please call our office.

8. BED LINEN & TOWELS

Whilst many Properties supply bed linen and/or towels some do not and the Agency therefore strongly advises Tenants to check the Property details at the time of booking. If linen and/or towels are not supplied Tenants will need to bring duvet covers, lower sheets, pillow cases and all necessary towels.

9. SIZE & PARTY

Properties are equipped and offered for the number of people stated in the brochure and parties in excess of these numbers cannot be accepted. The person who completes the booking form certifies that he/she is over 18 years of age, a member of the occupying party and authorised to agree to the booking conditions on behalf of all party members. He/she agrees to take responsibility for all members of the party including any payment default or change in personal circumstances.

10. ARRIVAL & DEPARTURE

The Properties are available for occupation no earlier than 3.00pm on the day of arrival and must be vacated by 10.00am at the latest on the day of departure.

11. PROPERTY DESCRIPTION

Within the limitations imposed by the website the Agency believe that the Properties are fairly described and have been agreed with the Owners prior to release. The Agency cannot, therefore, be held responsible for errors in description or changes effected by Owners after publication although every effort will be made to pass on any relevant information to prospective Tenants. It is often possible to speak to a member of staff who has made a personal inspection of the property for more details and enquiries.

12. WITHDRAWAL

In the very unlikely event that a Property is withdrawn by an Owner, for reasons out of the control of the Agency (e.g. by fire, sale etc.) the Tenancy shall be cancelled and the rent paid shall be refunded. The Tenant shall not be entitled to any further damages although every effort will be made to offer a suitable alternative for the dates chosen.

13. EQUIPMENT FAILURE

Every effort is made to ensure all items of equipment described and supplied by Owners are in good working order; however no guarantee is given or liability accepted if breakdowns occur before or during a holiday. Whilst the Agency and/or Owner will endeavour to organise repairs or replacements as quickly as possible, delays inevitably do occur, particularly during the main season.

14. TENANTS OBLIGATIONS

- i) The Tenant will take all reasonable care of the Property and ensure that the Property 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 the Property any act or thing which may be a nuisance, damage or annoyance to other occupiers of the building of which the Property 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 as a consequence of their actions - any damage or breakages to the Property, fittings or equipment must be reported to the Agency immediately.
- iv) Tenants booking apartments at any Complex will abide by any code of Conduct or Rules and Regulations to which the Owner is subject and will indemnify the Owner of the Property against any costs, damages or expenses incurred as a result of breach of this condition.

15. SECURITY DEPOSITS

Where indicated on the Property details a Security Deposit is payable with, and in addition to, the balance (or full) payment of the holiday. The deposit is held in lieu of the obligations set out in Point 13 above and deductions will be made where applicable. The Security Deposit is normally refunded in full within 14 days of departure, subject to a satisfactory inspection of the Property by the Owner, Agency or nominated representative.

16. NOISE & NUISANCE

The Agency accepts no responsibility for work taking place outside the boundary of their holiday Properties, nor for noise or nuisance resulting from third party activity over which it has no control or prior knowledge. The Agency strongly recommends that Tenants with such concerns avoid town/village centre Properties as noise disturbance is more likely in such locations.

17. COMPLAINTS

All complaints must be notified to the Agency 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 the Agency or Owner the opportunity to rectify matters during their holiday.

18. TERMINATION

The Agency and Owners reserve the right to terminate the Tenancy immediately if any of the above conditions are not observed.

19. 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 £10.00 plus VAT

20. RIGHT OF ENTRY

The Agency shall be allowed the right of entry to the Property at all reasonable times for the purposes of inspection or to carry out any necessary repair or maintenance.

21. CONDITIONS

These conditions supersede all those issued before.