



**BOOKING TERMS AND CONDITIONS**  
St Catherine's Cottage, Terrace Lane  
Freshwater Bay, Isle of Wight PO40 9QF  
[www.stcatsiow.com](http://www.stcatsiow.com) [info@stcatsiow.com](mailto:info@stcatsiow.com)

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings. Bookings are subject to the following terms and conditions:

### **Contract**

A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

### **Booking and payment**

All payments to be made by bank transfer (details at the bottom of the Booking Contract). A non-refundable deposit of 25% of the holiday cost is payable at the time of booking. Bookings made 9 weeks or less before your arrival date must be paid in full, plus the £250 refundable security deposit. The balance must be paid no later than 9 weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation, the deposit will be forfeit and we will be free to rebook the property. Bookings cannot be accepted from persons under 18 years of age. The owner reserves the right to refuse a booking without giving any reason

### **Security deposit**

In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £250 is required and will be returned within 14 days of the end of your holiday, less the cost of any damage/breakages/replacement keys/electric vehicle charging, or to cover the cost of any additional cleaning and laundry required over the usual designated amount, removal of excess rubbish, any damage to the property content or the replacement of bedlinen or towels (excluding wear and tear). Visitors are asked to please leave the property as it was found in a clean and tidy condition, not to move any furniture from one room to another, and to remove outdoor shoes upon entering the house. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If any damage or breakages have taken place during your stay, we would be grateful if you could report this promptly, especially before check-out.

### **Cancellation**

All cancellations must be notified in writing. Please note that the initial deposit is only refundable if you cancel your booking within 7 days of receiving our written confirmation of your booking. Otherwise, if you cancel your holiday more than 9 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 9 weeks before the holiday, then the full balance remains due and is not refundable. If the property can be re-let for the same dates, we will aim to make an appropriate refund (pro-rata if re-let is at a lower price), so it is in your best interest to let us know of any cancellations as soon as possible. Rebooking will be considered, although changing dates may result in different rental pricing. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.

### **Booking alteration**

Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

### **Arrivals and departures**

Unless otherwise agreed, tenancies normally commence at **4.30pm on Saturdays** and guests are required to vacate the property by **10am** on the day of departure. Please do not arrive early, or depart late (unless previously arranged), as time is needed to thoroughly clean the property between lets. Arrival instructions and the code for the key box will be provided upon receipt of your final payment. Please ensure the following are done before departure: empty the fridge, freezer and cupboards of any food you have brought; take the rubbish and recycling out to the outside bins; wash any dirty dishes and/or run the dishwasher, taking care not to overfill; and return the main house key (to blue side door) to the key box and lock, putting back other keys where you found them.

### **Occupancy**

The maximum number of persons using the accommodation at any time must not exceed six persons plus infant(s) and only those listed on the booking form can occupy the property. You must not hold events, such as parties, celebrations or meetings at the property without the prior consent of the owners. You should advise us of the event size at point of booking and any changes prior to arrival. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.

### **Guest undertakings**

On booking you become responsible for all members of your party and you all agree to keep the property clean and tidy; not to commit or allow any of your party to commit any act which breaks the law; not to use the property for any commercial or illegal purpose; not to sublet the property as a whole or any part thereof or otherwise allow anyone to stay whom we have not previously accepted and informed the owner as being part of your party; not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt, affect the enjoyment of or cause nuisance to any others particularly the occupants of the neighbouring properties. We or our representatives reserve the right to enter the property at any reasonable time to undertake essential maintenance or for inspection purposes. Doors must be locked (including off the balcony) and windows closed when you leave the property unoccupied. Please make sure you switch off lights or any electrical appliances when you go out. Lit candles are not allowed inside the premises or on the balcony.

### **No smoking or pets**

Pets, vaping and smoking are not permitted.

### **Bed linen and towels**

Bed linen and bath towels are provided, although no bedding is supplied for the travel cot. Kindly bring your own beach towels; bath towels must remain at the property. Spare linen can be left on request for stays of 14 nights or more.

### **Parking for one vehicle only**

Please park your vehicle in the designated parking space in front of the garage with portholes,

ensuring cars do not block access to the neighbours' garage units. Parking is limited to one vehicle. An additional vehicle can stop to unload, but you must find other parking locally.

### **Electricity used for electric vehicle charging**

In making a booking you agree not to charge a hybrid or electric vehicle via a domestic power socket at the rental property. Domestic electricity and heating are included in the rental price, but please note that this does *not* include the charging of electric vehicles, which is available for a fee locally (see Guest Guide).

### **Rubbish and recycling**

It is the guest's responsibility to ensure indoor rubbish and recycling bins are emptied and sorted into outdoor receptacles before departure (see Guest Guide for detailed instructions). Please be advised that black and green bins are usually collected by a business waste service, usually every Friday morning in the main holiday season.

### **Liability**

Guests are responsible for the safety and security of their children at all times. The owner is not responsible for the loss of any personal belongings or valuables of the guest. Although every effort will be made to rectify any problems as soon as possible, the owner cannot be held responsible for (and cannot accept liability for) issues outside their reasonable control such as breakdown of any equipment or appliance in the building or grounds, plumbing issues, electrical problems, structural repairs, non-working Wi-fi, poor TV reception, invasion of pests, damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, noisy neighbours or local events.

### **Complaints procedure**

In the unlikely event of a problem, all complaints must be received before the end of the holiday rental to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.

\*\*\*\*\*

We reserve the right to make reasonable amendments or additions to these terms and conditions without notice. This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house. Thank you for your business! We hope you enjoy your holiday.