

BOOKING TERMS AND CONDITIONS

1 Occupancy

Unless otherwise agreed by the owners, all bookings are from 3pm on the Saturday of arrival to 10am on the Saturday of departure, excluding autumn and winter periods, please refer to rental tariff. All persons occupying a chalet or bungalow or any other property let by Palmvale Holidays ("the owners") must be as stated on the booking form, unless prior agreement has been made with the owners.

2 Booking/Conduct

All bookings must be made by a person who has attained the age of 18 years at the date of completion of the booking form. The person making the booking ("guest") is responsible for the booking and conduct of all the party members and their visitors. The guest or any member of the party shall not cause or allow to be caused any nuisance or annoyance to any occupant of neighbouring premises. All amenities provided by the owners are only available to the party members as named on the booking form and are used entirely at their own risk. The owners reserve the right to refuse or repudiate any reservation/booking, or to terminate any occupancy by immediate notice at their absolute discretion, without assigning a reason. The person making the booking guarantees that he/she has the authority to accept and does accept on behalf of the party the terms of the booking conditions.

3 Prices/Payment

Unless otherwise stated all rental prices are inclusive of hot water, overhead lighting and VAT. All bookings must be accompanied by a non-refundable 25% deposit payment. The balance of monies due must be paid 6 weeks before arrival. The owners reserve the right to re-let any property where full payment has not been received by the due date.

4 Pets

Sorry, no pets are permitted in any property let by Palmvale Holidays ("the owners) or on any Palmvale Holidays land

5 Accommodation

The guest shall keep the property, its fixtures, fittings and furnishings, in a clean and tidy condition and will yield up the same in a similar condition at the expiration of the holiday. The fixtures, fittings, furniture and furnishings in the property must not be rearranged and no blanket, pillow or other bedding and furnishings shall be removed from the property for any purpose whatsoever. The owners or their agents reserve the right to enter the property at all reasonable times, with or without workmen for the purpose of inspection or to carry out any repair or maintenance to the property or equipment. The owners reserve the right to relet any property not claimed or occupied 24 hours from 3pm on the Saturday of arrival unless prior notice of delayed arrival has been received

6 Sofa Beds

Sofa beds are for the use of children under 12 only, unless prior agreement has been made with the owners

7 Bedding/Linen

The provision of duvets and bed linen is provided. Towels are not provided and shall remain the responsibility of the guest.

8 Damage or Breakage

The guest or any member of the party will be responsible and invoiced for any breakages, loss or damage of any item of the property. Any such loss, damage or breakage should be reported immediately to the owners. Should any additional cleaning be necessary, the tenant may be invoiced for the excess within 7 days of departure.

9 Cancellations

The cancellation of bookings must be advised immediately and then confirmed in writing. Your attention is drawn to the Cancellation Insurance Scheme which gives coverage as specified. No monies except those covered under the Cancellation Insurance Scheme will be refunded, except at the owners discretion.

10 Owners Liability

The owners shall not be liable to the guest, members of the guests party or their visitors for any personal injury, loss or damage to the property or any motor vehicle, motorcycle, cycle or other goods of any kind whatsoever, howsoever the same may be caused or sustained; notwithstanding that any injury, loss or damage may be caused by the negligence, default or willful act or omission of the owner of the property, or their employees, guests, tenants or invitees, nor shall the owners be liable to pay such person under the provision of the Occupiers Liability Act 1957. Visitors should make their own insurance arrangements for personal property.