

Terms and conditions of booking

The Portland Cottage, 22 Castletown, Portland, Dorset, DT5 1BD

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:

A contract between you (the client/lead booker) and the owners (Tracy Winder & Mark Best) will come into existence when the deposit or full payment is received, and a booking confirmation is issued by email showing the confirmed holiday dates.

The deposit/full payment must be paid within 3 days of the booking being placed or your chosen dates may be booked by somebody else.

The contract binds you (the client/lead booker) & all the members of the party who are part of the booking. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.

A 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than sixty days before your arrival date must be paid in full.

The balance must be paid no later than sixty days 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.

All cancellations must be notified in writing and once received we will confirm the cancellation.

Number of days before the holiday when cancelled:

More than 60 days - 25% of the booking cost (deposit)

60 days or less - 100% of the booking cost

If we are successful in getting a replacement booking, we will refund the total amount paid less a 5% booking fee and any difference in price between your original and the replacement booking.

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.

If your booking is cancelled due to circumstances beyond our control, notification will be given of the cancellation as soon as possible and we will promptly refund all

payments made to us for your holiday. Our liability for cancellation will be limited to payments made to us.

If our property must close due to government restrictions or your address is put into local/regional lockdown for your holiday dates and you are unable to travel, you will be refunded in full.

The maximum number of persons occupying the property must not exceed 8 persons + infant in travel cot. If you wish to invite additional visitors to visit you during your stay, please ask us first.

Please be advised that no extra overnight visitors are allowed to stay at the property.

Bookings cannot be accepted from persons under eighteen years of age.

The owner reserves the right to refuse a booking without giving any reason.

We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes.

Occupancy (check-in) normally commences at 3pm on the arrival date and guests are required to leave the rental by 10am on the day of departure unless previously arranged with the owner and confirmed in writing. Failure to do so may result in you being charged a further day's rental.

You must not use the property except for the purpose of a holiday.

Smoking is not allowed inside the property. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused will be at your expense.

Pets

We must be notified at time of booking if you are bringing pets to the property. We make no charge for guests to bring pets. Guests are responsible for cleaning up after their pets.-Please clean muddy dogs using the outside tap and the dog towels provided.-Pets ideally should not be left alone in the property however quiet, well behaved pets may be left for short periods at your risk. Any damage will be chargeable. We do offer a dog sitting service - please ask.

Pets are allowed in every room of the property and on beds/sofas however if the property requires additional cleaning we will charge a £50 fee to cover the extra cleaning costs.-You are responsible for your pets and you will be charged for any damage caused.

Damages and breakages

In making a booking you accept responsibility for any theft, breakage or damage caused by you or your guests.

Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. 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 there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. We accept that sometimes accidents happen so small breakages (a glass, piece of crockery) will be tolerated.

The accommodation will be inspected at the end of the holiday & you may be charged for any loss, damage or extra cleaning costs. These are to be paid for in full within 7 days of notification.

If damage occurs and the owner must cancel and/or refund subsequent bookings, the owner may bring a claim against you for any loss arising as a result.

Please do not move any furniture from one room to another or any of the indoor furniture, furnishings or bedlinen outside.

Please remove shoes on entering the house.

Please lock the doors and close the windows when you leave the property unoccupied.

Please make sure you switch off lights, heating or any electrical appliances when you go out – we're an eco-friendly holiday home.

Please don't take any bath towels with you to the beach.

The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.

Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.

The client may in no circumstance re-let or sublet the property.

The owners shall not be liable to you or your holiday party for loss or damage to property, however arising.

All inventory must remain in the property and not be taken to another property.

You are responsible for the supervision of all members of your party under the age of 18 at all times.

Please respect the community and keep noise levels to a minimum, especially between 11 pm and 8 am.

In addition to these terms and conditions you will find some general house-keeping rules in the Household guide in the lounge - please take a few moments to read and agree these with all members of your party as these also form part of this agreement.

The Household guide contains important information such as:

Fire safety & emergency info, Rubbish & Waste, The Garden and Heating.

