

Terms and Conditions.

1. Agreement - Crabpot Cottages arranges short term holiday rental of the properties advertised on their website, including marketing, booking and liaising services as agents for the legal Owners of the relevant property. The contract for renting the selected property is between you and the owner and it incorporates and is subject to these booking conditions. By making a booking you are deemed to have made an offer to enter into a contract with the owner for the letting of the selected property in accordance with the booking conditions. The booking will be deemed accepted once Crabpot Cottages issues confirmation to you of the booking.

2. Payment - A deposit of 30% of the total cost (or other mutually agreed sum) will secure the booking and needs to be made within seven days of the date the booking is acknowledged by Crabpot Cottages. The booking will be held for that time but not fully secured until the deposit is received. The balance of the total will be due for payment eight weeks before the start of the holiday. If the booking is made within six weeks of the start of the holiday the full amount for the booking must be paid.

If the deposit is not paid within 7 days then the booking will automatically be forfeited (unless you have advised Crabpot Cottages of the delay and the revised payment date). Failure to make full payment of the balance in the time period stated above will result in the booking being cancelled and the deposit being forfeited (unless prior arrangements have been made with Crabpot Cottages).

All payments will be acknowledged by Crabpot Cottages and reminders sent for balance payments. Arrival details will also be sent by email approx. 7 days before the commencement of the booking unless the booking commencement date is less than 2 weeks when the arrival details will be sent when full payment has been made.

3. Damage Deposit - A fully refundable damage deposit of £100 is also required. This can be paid at any time before the hire term commences and will be returned in full within 7 days of the end of the hire term. However, should any damage to the property or contents, beyond reasonable wear and tear, be incurred by the Hirer or excessive additional cleaning be required, the cost of this will be advised to the Hirer after the booking is complete and taken from the damage deposit with proof of damage and costs supplied where possible.

4. Cancellation - The Hirer should notify Crabpot Cottages as soon as possible should a booking need to be cancelled.

For any cancellation over eight weeks from the start of the booking the deposit will be returned, less a £25 admin fee, as soon as a replacement booking is obtained. If no replacement booking can be secured the full deposit will be retained.

For any cancellation within eight weeks of the start date of the booking the full amount will be returned, less a £25 admin fee, as soon as a replacement booking is obtained. If no replacement booking can be secured the full amount will be retained.

Crabpot Cottages will make all reasonable efforts to re-let any cancelled booking by promoting it through the website, mailing list, social media outlets and established linked websites. Should this be achieved a full refund can be given less £25 admin fee. If it is necessary to reduce the price or length of the booking to obtain a replacement and it is therefore cheaper than the original term, the cost of this difference will be retained as well as the £25 admin fee.

Hirers are strongly encouraged to have holiday insurance to cover this eventuality.

Should the Hirer wish to cancel a booking with one Crabpot Cottages property and move it to another the above terms also apply.

Should it be necessary for Crabpot Cottages to cancel any bookings the only liability we have will be to return any payments made in full.

5. Hirer's Responsibilities - The Hirer is responsible for the property hired and is expected to take care of it. Please leave all equipment and utensils etc, and the property itself, clean and tidy at the end of your stay. All damages/breakages should be reported as soon as they occur. Crabpot Cottages reserves the right to charge for any serious damage/breakages/extra cleaning which is deemed outside the normal wear and tear and Hirers are deemed jointly and severally liable.

The Hirer is required to observe and adhere to the requests and instructions in the individual properties. Whilst these are kept to a minimum, the no smoking policy in any property must be adhered to.

The Hirer must not use the property or allow its use for any dangerous, offensive, excessively noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the property neighbours. This would be deemed a serious breach of the terms of the Agreement and Crabpot Cottages has the right to terminate the Agreement with immediate effect in this instance.

6. Arrival and Departure - The properties will be ready for your arrival after 4pm and need to be vacated by 10am on your day of departure to allow for a full clean and changeover, unless otherwise agreed with Crabpot Cottages. Earlier arrivals and later departures are sometimes possible but this will depend on adjacent bookings and is at the discretion of the owners or Crabpot Cottages

7. Numbers of people occupying a property - Under no circumstances may more people stay at each property than there are beds. This is an important insurance requirement.

The number of guest in the original booking confirmed by Crabpot Cottages cannot be exceeded without notification to Crabpot Cottages before the commencement of the hire period.

8. Keys and Directions - Key and arrival arrangements will be provided by Crabpot Cottages to the Hirer before the commencement of hire period. This is usually by email, seven days before commencement of the holiday.

9. Fuel and Electricity - Electricity charges are included in the cost of renting all the properties. All beds will be made up and towels provided.

10. Complaints - In the unlikely event of a complaint it must be brought immediately to the attention of the owner/manager of the rented property who will endeavour to rectify the problem as soon as possible, to ensure the continued enjoyment of your holiday. Should this not be possible please contact Crabpot Cottages as soon as possible and in all instances before the end of your period of hire. Complaints cannot be addressed if notified after the hire period.

11. Property rules Each property has its own set of polite requests for guests but **all** properties do not allow smoking inside.

12. Mailing list. Our policy is to add all guests to the mailing list for information about future bookings, special offers, cancellations etc. If you DO NOT want to be added to the list please email us and let us know.

13: Liability. Crabpot Cottages acts as agents on behalf of the owner and is not liable to you or any of your party under or in connection with the contract.