

Terms & Conditions

We hope you enjoy your stay at Harbour Heights and would ask that you read our terms and conditions, outlined below, to ensure that you and subsequent holiday makers can get the best from their holiday. The payment of your booking deposit and provision of guest details constitutes an acceptance of our terms and conditions

- 1 The booking deposit of £100 to confirm your booking is non-refundable unless the week cancelled is rebooked.
- 2 Your final payment is due no later than 6 weeks before the start of your holiday. Should your booking be at short notice, payment will be required in full at the time of booking. If payment is not made within this time it may result in the cancellation of your booking with any payments made being forfeited.
- 3 The property is available for occupation after 3 p.m. on the first day of your holiday and must be vacated by 10 a.m. on the last day please.
- 4 We ask that the names and of all guests are provided and that no-one other than those named may sleep at the property. Guests making a booking must be at least 21 years old therefore you are required to highlight any guests that are under this age. You may invite friends to visit but the number of people overnight in the property must not exceed 6 (i.e. use of the two bedrooms and the sofa bed)
- 5 We ask that you leave the house in a clean and tidy condition - in principal as you have found it. Please inform us as soon as possible of any breakages or damage, as you will be responsible for them. Please also inform us of any faults noted (eg failed light bulbs) so we can fixe them for the next guests. Any damage or any extra cleaning required if the property is left dirty will be charged against your security/damages deposit. This includes any additional cleaning should a guest contravene the no-smoking policy. However in the unlikely event of damage exceeding £100 you may be liable.
- 6 Your security/damages deposit will be refunded to you promptly within 7 days of the end of your holiday following inspection by our Housekeeper.
- 7 We may cancel bookings if the property becomes unavailable for reasons beyond our reasonable control including, but not limited to: flooding, fire, significant damage, failure of utility services or weather damage. In this event we will refund in full any sums you have paid.
- 8 If you commit a serious breach of our terms and conditions we have the right to terminate your booking and if you are already at the property we may require you to leave.

- 9 Once dates of a booking have been confirmed to you in writing or by email they can only be changed with our agreement and may incur an administration charge.
- 10 If a booking is cancelled prior to final payment the deposit is non-refundable. If a booking is cancelled after final payment we will endeavour to re-let the property, if it is re-let, we will refund you in full. If we are unable to re-let we will refund only the housekeeping and utility cost for that period.
- 11 We strongly advise you to take out holiday insurance to cover the possibility of cancellation.
- 12 Pets must be disclosed on our booking form and only those pets may be brought onto the property. The maximum of 2 medium to small dogs permitted must not be exceeded at any time for any reason
- 13 We endeavour to be dog-friendly and understanding, however guests are expected to abide by our guidance that dogs must be supervised in the house and garden at all times. Please provide your own dog bedding, blanket and towels. The house contains dog bowls for your use. The garden cannot be guaranteed to be escape proof so please supervise your dog and please do not allow them in any neighbouring garden, and be considerate in their access to the shared path in front of the house.
- 14 If we are concerned that guests are breaching our terms and conditions our Housekeeper has the right to enter and inspect the property at any time.
- 15 Harbour Heights is a non-smoking property.
- 16 The Wifi is provided free of charge subject to reasonable use in terms of data according to provider. The wifi signal is good, but please appreciate that it cannot be guaranteed, though it is very unusual for it to fail
- 17 Please ensure that your children are supervised at all times both inside the premises and in the garden. The garden steps are not suitable for children to be left unsupervised, and their safety is therefore your responsibility.
- 18 As a terrace house, we ask that you are considerate to your neighbours in terms of noise, especially late at night.
- 19 The property is rented to you on a 'Holiday letting' basis as defined in the Housing Act 1988. The property cannot be sublet. The booking is not transferable.
- 19 The return of a booking deposit and guest details constitutes an acceptance of our Terms and Conditions.