



TERMS AND CONDITIONS OF BOOKING & RENTAL

Please read our booking terms and conditions carefully before booking, as it shall be deemed they have been accepted by you when you have paid a deposit or total for the property.

THE CONTRACT – The contract entered into is between the owner of Sandy-Nook apartment and the holiday maker (The Hirer). The contract is only effective once the completed booking form and required payment has been received and written confirmation has been sent to the Hirer by post or email. The contract is subject to English Law.

The owner of the apartment reserves the right to decline bookings at their discretion.

ARRIVAL AND DEPARTURE – bookings run from Fridays. Standard arrival time is after 3pm, with departure by 10am on the final day. However we are flexible, where possible, so if this doesn't suit you, please contact us to discuss possible alternatives.

At the end of your stay, please ensure the apartment is left in the clean and tidy condition in which it was found, locked and all keys returned to the keysafe. Please report any breakages or defects in the breakages book. If a problem occurs during your stay, please contact us during your holiday, so that we can try to resolve it in time for the next guests.

CONFIRMATION OF BOOKING – To make a reservation more than six weeks before the holiday start date, a deposit of one third of the total rental cost is payable. The outstanding balance is due six weeks before the holiday start date.

For bookings within six weeks of hire, full payment is required at the time of booking.

A booking will not be considered confirmed until payment has been received and cleared. Upon receipt of full payment, we will send out directions, key collection details and apartment information. We reserve the right to cancel a booking if full payment is not made by the due date.

'GOOD HOUSEKEEPING' DEPOSIT – A £150 Good Housekeeping deposit is required at the time of final payment of the balance. The GHD is held during your stay, and all or part of it may be retained for replacement or repair resulting from any accidents or damage beyond reasonable wear and tear. In addition, to cover the cost of any additional cleaning and laundry required over the usual designated amount, removal of excess rubbish, or the replacement of bedlinen or towels.

Promptly after your stay, when the apartment has been checked and assuming all is well, your GHD is either refunded by BACS, or your cheque shredded.

CANCELLATION BY YOU OR US – We advise you to take out holiday cancellation insurance to cover any instance where you are unable, for any reason, to take your booking at the allotted time. If you need to cancel, please let us know immediately. We will endeavour to re-let the apartment for all or part of your original booking, enabling us to refund you, but otherwise a refund may not be possible. We also reserve the right to retain your deposit.

BOOKING ALTERATION – If the apartment is unavailable due to events beyond our control (e.g. storm damage), we will advise you of the problem as soon as possible to endeavour to find alternative booking dates or accommodation, or to offer a full refund of monies paid to date. We will not accept consequential damages, nor responsibility for any further claims.

FORCE MAJEURE – If, as a result of unforeseen or extraordinary circumstances, the consequences of which could not have been avoided even if all reasonable measures had been taken, we are forced to change or cancel a reservation, we will be unable to make any refunds, pay compensation nor meet any costs or expenses you incur. We will seek to make you aware as soon as is practically possible. This supersedes the Booking Alteration clause above.

COVID-19 – If there is a national or regional lockdown which prevents you from staying, you will be given the opportunity to move the dates, or to alternative accommodation, or, if this is not possible, you will be entitled to a full refund of monies paid to date.

GUESTS UNDERTAKINGS – The Hirer is responsible for all members of their party and you all agree to keep the apartment clean and tidy; not to use the property for any commercial or illegal purpose; not to sublet the property or otherwise allow anyone to stay whom we have not previously accepted and informed us as being part of your party; not to behave in an anti-social manner, break the law, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of or cause nuisance to any others, particularly the occupants of the neighbouring properties.

The terms of Sandy-Nook's lease state 'no musical equipment, TV or radio or other noise should be audible outside of the apartment between the hours of 9pm and 9am'. We politely request that all guests exercise consideration for others with their noise levels.

RETURN OF PERSONAL BELONGINGS – In the event of any items being left in the properties, we will collect, pack and post the items back to you for a minimum charge of £5.

PETS – Pets must be kept under control at all times and, in particular, please minimise noise. Pets are not permitted on the furniture or beds. Please limit the time they are left alone in the apartment (this requires each owner's judgment – you know if your pet will become bored, stressed or noisy if left for too long, so please take this into account). You are expected to remove all trace of your pet's visit within the apartment and grounds, and to clear up after your pet when out, in particular on beaches.

OCCUPANCY – It is not permitted to exceed the maximum occupancy for Sandy-Nook (four people and two pets, unless prior agreement has been given, as this can invalidate the home owners' property insurance. You must not hold events, such as parties, celebrations or meetings at the property without our prior consent. You should advise us of the party size at point of booking and any changes prior to arrival. You must comply with any current government guidelines.

SMOKING – Smoking and E-cigarettes are NOT permitted within Sandy-Nook, nor in the immediate vicinity of its neighbours.

CANDLES AND OTHER FIRE RISK – The lighting of matches and burning of candles, incense or similar is strictly prohibited within and around both Sandy-Nook.

LIABILITY – We accept no responsibility for any damage, loss, injury or illness to any member of your party or to your baggage, vehicles or contents caused by use of the accommodation and any amenities, and such use is at the Hirer's own risk.

The details and prices on the website may be subject to change. The information given on our website is believed to be correct and true at the time of listing.

We cannot be held responsible for (and cannot accept liability for) issues outside our reasonable control, such as the breakdown of domestic appliances, plumbing, electrical problems, structural repairs, non-working Wi-fi, poor TV reception, invasion of pests, or damage caused by exceptional weather conditions, or by noise and disturbance resulting from nearby building works, neighbours or local events.

GENERAL – Clothes and or linens are not permitted to be hung outside of the apartment, eg to air or dry; a washer/dryer and clothes airers are provided in Sandy-Nook.

The person making the booking is responsible for the apartment, and must accompany the party, and be over the age of 18.

We reserve the right for the purpose of maintenance etc to enter either the apartment with or without workmen at any reasonable time, even in the absence of the hirer.

The booking is for the purpose of a holiday only and no security of tenure will be created.

BREACH OF TERMS – The apartment owner reserves the right to regain possession of the property in the event of a major breach of these terms and conditions. In this case, all payments made will be forfeited and we would not be legally responsible to you as a result of this situation.

COMPLAINTS PROCEDURE – In the unlikely event of a problem, all complaints must be received before the end of the holiday rental period 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.