



Terms and Conditions

Mount Pleasant Holidays Ltd

The booking contract is between Mount Pleasant Holidays Ltd (referred to as “us” or “we”) and the person making the booking and the members of their party (referred to as “you” or “your”). The Contract is subject to UK law. The Contract will not take effect until the deposit is received. The lead booker must be at least 18 years of age and must supply the names, addresses and ages of the party.

Bookings and Payment

Bookings will be confirmed upon receipt of the deposit of 30% of the full cost of the holiday. The balance will be due six weeks prior to the commencement of the holiday. We reserve the right to cancel a holiday where payment has not been received by the due date. If the booking is made within 6 weeks of the start date, the full cost of the holiday will be required at the time of booking. Once you have a confirmed booking (the deposit has been paid) you are liable for the full rental cost even if you subsequently cancel. Cheques should be made payable to Mount Pleasant Holidays Ltd.

Cancellation

We must be notified immediately by phone and also in writing of any cancellation. We will endeavour to re-let the cottage. If we are able to re-let your booking, we will refund to you the final letting price (which may be less than you paid) less a small administrative charge. If we are unable to re-let the booker is legally responsible for the balance in full and there will be no refund under any circumstances.

Cancellation Insurance

We strongly recommend cancellation insurance is taken out.

Circumstances Beyond the Control of the Owner

In the event that we are unable to provide the accommodation as stated due to circumstances beyond our control (e.g. fire, flood, exceptional weather conditions, damage/destruction) liability is restricted to the return of all monies paid. If we have to terminate your holiday early you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

Arrivals, Departures and Period of Hire

Bookings are from 4.00pm on the day of arrival until 10.00am on the day of departure. Late departures may result in you being charged a further day's rental. The property is only to be used for the purposes of holiday during the period booked and not for any other purpose or period of time. There is no relationship created of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

Number of persons using the Property

The maximum number of guests is stated on the website. Under no circumstances can extra guests be accommodated. We reserve the right to decline accommodation if this condition is not observed.



Visitors

Any persons other than members of your party may not use the facilities at Mount Pleasant Holidays.

Towels and Linen

All bed linen, towels and kitchen towels are supplied, with the exception of swimming/beach towels and cot bedding.

Rules and Procedures

Guests are required to familiarise themselves with and observe the rules and procedures of Mount Pleasant Holidays contained within the Information Book in each property, particularly regarding Health and Safety around the swimming pools, in the grounds and while using hot-tubs.

Liability

Whilst every effort is made to ensure the safety of guests, the cottages and facilities at Mount Pleasant are used entirely at your own risk. Mount Pleasant Holidays, its employees and representatives shall not be liable for any loss or damage to your property howsoever arising. You must take all necessary steps to safeguard your personal property and baggage. No responsibility can be accepted for loss or damage to motor cars.

Damage and Care of the Property

You are responsible for the property during the Holiday Period and are expected to take reasonable care. The cottage is thoroughly cleaned prior to your arrival and the you undertake to leave the cottage, furniture and equipment clean and tidy at the end of the hire period. We reserve the right to demand the immediate withdrawal of any persons behaving in a manner detrimental to the property or comfort of other guests. All damage and breakages are the legal responsibility of the hirer and should be made known to the owners. If you lose a key we will replace it upon your paying for the cutting of a new one.

Pets

We only allow a small number of well-behaved dogs by prior arrangement in certain cottages. We do not charge for dogs, but we do reserve the right to charge for any damage they may cause. Dogs must be kept on leads when walking within the grounds and must not under any circumstances be left unattended in your cottage.

Smoking

Smoking is not allowed in any of the cottages or internal public areas.

Right of Entry

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out necessary repairs and maintenance.

Complaints

We have made every effort to ensure that you have an enjoyable stay but if you have any problem or cause for complaint, please contact us immediately to give us the chance to resolve it during your stay.