

Sailing by Cottages

Terms & Conditions

1. Booking and Deposit

Your application must be made on the Official Booking Form on our website and completed in full. Bookings made more than 6 weeks in advance will require a 1/3 deposit to secure the booking.
Bookings made less than 6 weeks in advance require the full charge to secure the booking.

2. Balance Payment

On confirmation of the booking the balance is due 6 weeks before the date of commencement of the holiday. The balance due date and amount are shown on the confirmation invoice. Please note; no reminders will be sent.

3. Security Deposit

The security deposit also becomes payable with the balance, or full payment whichever applies. This is also shown on the confirmation invoice. Providing this is no breach of our terms and conditions this will be returned in full within two weeks of the date of departure

4. Methods of Payment

Payments may be made by :-

(i) All major Credit/Debit Cards accepted

(ii) By Bank Transfer: Contact us for details

(iii) By Cheque – please make payable to Michael Corbett and put cottage number and dates on reverse

5. Eligibility

the owners reserve the right to accept / refuse bookings at their discretion.

6. No Pets/No Smoking Policy

Regretfully pets are not permitted. The cottages are strictly no smoking.

7. Duration and Times of Letting

Lettings commence from 3pm on the first day of the tenancy and end at 10am on the last day of the tenancy.

8. Key collection and Return

The keys will be left either in the key safe or by appointment at the owner's discretion prior to the holiday commencement date.

On locking the property the key is to be left in the key safe,

9. Cancellation Policy

Cancellations must firstly be advised by telephone, followed by written confirmation within 7 days. We will make our best endeavours to secure another booking on the property, for the same term and if possible for the same charge, we do however reserve the right to negotiate the charge. On this basis any refund will be made less any shortfall between the tariff price and the price achieved on re-letting. We shall not be liable at the suit of any hirer of accommodation on the grounds that we have not used our best endeavours or for any other reason.

If the property has not been re-let, the full hire charge will still become due 6 weeks before your holiday commences.

If the cancellation is covered by insurance, you must also advise the insurance company.

10. Holiday Cancellation Insurance

In the unfortunate event, and for your peace of mind, should you have to cancel your holiday, we do recommend that insurance cover is taken out for the full amount payable in the event of cancellation. Our own insurers, Schofields Ltd. UK Holiday Insurance, have a suitable policy available for a small and very reasonable premium. Please refer to the link adjacent to the booking form on our website for further details.

11. Changing a Booking

Once a booking has been confirmed the booking cannot be changed to another date, except by dealing with the booking as a cancellation (see cancellation). The dates of a booking may be changed within the same calendar year if available and the owner agrees in which case a re-booking fee of £25.00 to cover administration will be payable.

12. The Tenancy

The tenancy confers upon the tenants the right to occupy for a holiday within the meaning of schedule 1. Paragraph 9 of the Housing Act 1988.

13. The Tenant /Hirer Agrees

(a) To keep and leave the accommodation in a clean and tidy state returning all furniture to the place in which it was found on entry. A cleaning service is not provided during the tenancy.

(b) To pay for any breakages and damage.

(c) Not to do anything to make void or voidable any policy of insurance.

(d) Not to cause a nuisance to neighbours. Equally, although unlikely, the owners cannot be held responsible for any nuisance caused by neighbours.

(e) To allow the owner, his servant or agents reasonable access. Although the owner does not wish to disturb your holiday, we do reserve the right to enter the property during your stay should the need arise.

(f) To leave the accommodation in such a state and condition that it is suitable for occupation for another hirer. If this is not the case the hirer will be liable for the hire charges as shown for the accommodation for the period until it is so available and for any loss or damage which shall be occasioned thereby.

(g) Not to part with possessions of the property, or share it, except with members of the party shown on the booking form.

(h) Not to exceed the total number of people it sleeps as detailed in the property description. Should the booking conditions not be met, the hirer agrees to pay any additional charges incurred (the amount is not restricted to the sum taken as the security deposit) and the owners reserve the right to re-enter the property and terminate the letting period.

14. Non Availability of Accommodation

If due to any occurrence beyond the control of the owner the accommodation is not available as booked, e.g. fire, flood, all monies paid will be refunded in full, but the owner thereafter will not be under any further liability towards the hirer.

15. Liability

The owners do not accept liability for any act, neglect or default on the part of the Owners or any other person not within their employ or otherwise under their control, nor for any accident, damage, loss, injury, expense or inconvenience, whether to person or property, which the hirer or any other person may suffer or incur arising out of, or in any way connected with the letting. In addition, the Owners accepts no liability for loss or damage to the hirers possessions on the Owners property or land.

16. Complaints Procedure

If you have any cause for dissatisfaction PLEASE CONTACT US IMMEDIATELY by calling 07770 865 895 or 01460 259295 or by email. It is imperative that we see the reason for the complaint before any remedial action is taken. We regret we cannot consider any complaints where we have not been given the opportunity to investigate the complaint and endeavour to put matters right during the tenancy, or any complaints made on departure or after your return home.