

BURNCOOSE | HOUSE

Gwennap, Cornwall TR16 6BJ

TERMS & CONDITIONS OF HIRE

1. **CONTRACT.** The contract to hire the accommodation shall be between the Hirer and the Owner of the accommodation. A binding contract exists when the deposit has been paid and confirmation of the booking sent to the hirer.
2. **PROPERTY INFORMATION.** Every effort is made to ensure that the information contained in the website is accurate, but the Owner does not accept liability for inaccuracies.
3. **REFUSAL OF BOOKINGS.** The Owner reserves the right at their absolute discretion to cancel any booking upon giving the Hirer reasonable notice in writing.
4. **PAYMENT OF BALANCE AND KEY ARRANGEMENTS.** The balance of the occupation charge is payable without further request not later than eight weeks before the commencement of the holiday period and on receipt of this you will be informed of the arrangements regarding keys. In the case of bookings made later than eight weeks before the holiday full payment is required.
5. **NON RECEIPT OF BALANCE BY DUE DATE.** If the owner does not receive the balance of the occupation charge by the due date, they shall be entitled to treat the booking as cancelled and will use their best endeavours to re-let the accommodation. Deposits are non-refundable. If the Hirer pays the sums due before the accommodation is re-let the Hirer will be entitled to occupy the accommodation.
6. **PETS.** No pets shall enter the premises unless permitted by the owners. Pets are only allowed downstairs and must not be allowed on the furniture.
7. **ARRIVALS AND DEPARTURES.** Occupation may be taken up from 4pm on the day of arrival and vacated not later than 10am on the day of departure unless otherwise agreed in writing with the owner.
8. **PERSONS WHO MAY OCCUPY.** The Hirer and party shall have the right to occupy the accommodation for holiday purposes only and for the agreed period only. The hirer may not allow any person other than those stated on the booking form and in any case not more than the numbers stated on the website and in the brochure to sleep or occupy the premises.

9. GROUPS OF SINGLE PERSONS. We are not set up for stag or hen parties etc. but sensible singles or single sex couples are most welcome.

10. CANCELLATION. Cancellations must be made in writing. If the cancellation is made more than 8 weeks before the holiday no further monies will be due. Deposits are non-refundable. On receipt of a cancellation within 8 weeks of the holiday the owner will endeavour to re-let the accommodation but notwithstanding this the balance of the occupation charge remains payable. WE STRONGLY RECOMMEND THAT YOU TAKE OUT HOLIDAY CANCELLATION INSURANCE

11. BOOKING ALTERATIONS. Once a booking has been confirmed, we cannot guarantee to accept any changes.

12. COMPLAINTS. Please notify the caretaker of any complaint as soon as is reasonably practicable and provide full details in order to allow as much time as possible for any corrective action to be taken. Please don't wait until you get home to tell us that something is wrong.

13. FORCE MAJUERE. These include local happenings that occur at any time e.g. nearby building work or invasion by pests. The owner does not accept responsibility for any matter beyond their control or for the effects any works may have on your enjoyment of the property. This does not affect your statutory rights.

14. REPAIRS. The Hirer must report any defects occurring in the accommodation or its equipment as soon as reasonably practicable. All reasonable efforts will be made to arrange for necessary repairs or renewals to be carried out as quickly as possible. The Hirer shall permit the Owner or other agent upon giving reasonable notice to enter the accommodation at any reasonable time of day (or at any time given an emergency) for the purpose of carrying out any repairs.

15. TELEPHONE AND BROADBAND. The hirer shall pay the cost of all telephone calls as notified by the owner. Broadband is not limited but we ask that your use is reasonable.

16. INTERRUPTION OF BROADBAND SUPPLY. We understand how important internet access is and if there is a problem with the broadband connection we will do everything possible to restore or improve it but this is a matter beyond the owners control as per item 13.

18. USE OF PREMISES. The Hirer must take reasonable care in the use of the accommodation and keep it clean and tidy at all times.

19. DAMAGE CAUSED BY HIRER. A £500.00 damage deposit is requested in addition to the final balance payment. Any excessive damage to the property will be charged against the damage deposit. The damage deposit will be repaid to the Hirer within 7 working days after departure.

20. OCCUPATION AT HIRER'S RISK. Use of the accommodation is at the hirer's risk and no liability shall fall upon the Owner for injury to occupants or damage to or loss of the occupant's belongings or property save for that caused by negligence.

21. SMOKING. No smoking is permitted inside the building.

22. HOT TUB. The owner accepts no responsibility for injuries or ailments incurred through misuse of the hot tub. It is the hirer's responsibility to ensure they read and adhere to the guidance notes contained within the guest information before entering the hot tub.