

The Port - Terms and Conditions

By making this booking you are entering into an agreement with us so please read the terms and conditions of booking below. Your payment will indicate your acceptance of these. A material breach of these conditions may result in you being refused entry to the property or being asked to leave early and having your booking terminated. In such case your booking will be deemed to be cancelled and no refunds of any monies paid will be made.

Your Booking

The booking is for a short-term holiday rental only and the property must not be used for any other purpose unless specifically agreed in advance in writing. Sub-letting of the let is prohibited. The lead guest must be a minimum of 18 years of age at the time of booking and we must receive their name, address and telephone number. Your booking is not confirmed until you have received written confirmation from us, which may be by email, and your deposit is received. Bookings may be held for a maximum of 1 week to allow payment of the deposit to be made. We are unable to take bookings for stag parties, hen parties or student groups unless by prior arrangement. Please advise us of any allergies or special requirements on booking.

Payment

All accommodation fees are in pounds sterling (GBP) and must be paid for in pounds sterling. We prefer payment to be made via bank transfer although we will accept cheques. Any and all bank charges are to be met by the guest. A non-refundable deposit of 20% is required on booking with the remaining balance to be paid no fewer than 56 days (8 weeks) before the start of your holiday.

What's Provided

Electric heating, hot water and electricity are all included in the price of your stay. In addition, bedlinen, towels, bathmats, tea-towels and oven gloves are all provided. Please bring your own beach/swimming towels. Cot linen cannot be provided, so please bring your own if using our travel cot. Additional changes of linen and towels during your stay can possibly be provided on request in advance of your stay, the cost of which depends on the number of beds/people and will be payable in full by the lead guest. Washing-up liquid and a sponge, a few dishwasher tablets and kitchen roll are provided in the kitchen.

Keys and directions

On receipt of your final payment, we will email you a welcome pack with directions, requirements for checking-in and further information on the cottage and local area to help you plan your stay.

Period of hire

You may check-in from 4pm on the day of your arrival. Earlier check-in may be available during quieter periods and should be arranged in advance of your arrival day. If you arrive early without prior arrangement, it is unlikely we will be able to let you into The Port. On departure The Port must be vacated by 10am at the latest. We have a limited time to prepare the house for our guests to the

high standard expected and we would ask you to help us achieve this by vacating on time. If you intend to leave earlier, for example to travel the previous evening, we would appreciate it if you could let us know so that we can start cleaning earlier. Delays may be charged at £30 per hour/part hour and we reserve the right to enter the property after the first hour's delay. Please leave The Port as you found it, in a clean and tidy condition, with furniture and fittings returned to their original position and linen stripped from any used beds. Rubbish must be deposited in the bin in parking bay. We will hold a damage deposit of £200 which will be returned after you have vacated the house and it has been cleaned and checked. We reserve the right to charge an additional cleaning fee of £30 per hour/part-hour if the property is left in an unacceptably unclean or untidy condition.

Parking

Parking space for 2 medium-sized vehicles is available outside The Port. Additional parking is available along the road. All cars are parked entirely at the owners' risk.

Lost property

Any belongings left behind may be returned to you by arrangement at a minimum cost of £10. We reserve the right to charge further to cover the cost of returning heavy/valuable items. We will dispose of any unclaimed items after 28 days.

Moorings and boat use

The Port has a running mooring outside the property for the use of guests, it is only suitable for light craft in good weather. During rough weather, the moorings are not secure places to leave boats, and more sheltered moorings should be sought. We cannot accept any responsibility for any damage caused through use of the moorings. It is your responsibility to ensure that the correct harbour dues are paid for craft using the estuary. There are 2 kayaks in the hut, which you are welcome to borrow however this will be at your own risk.

Lost keys

A charge of £15 may be made for replacement keys.

Occupancy

The number of guests must not exceed 9 people. Infants under 24 months sleeping in cots do not count towards occupancy. No parties, events or gatherings may take place at the property without prior written consent from the owners.

Smoking

Smoking and vaping are not allowed inside The Port.

Children

Children are very welcome, and we have a variety games for their use. A highchair, travel cot and stairgate are available free of charge. Please bring your own cot linen. All equipment is used entirely at user's risk. Children must always be supervised whilst on the premises and particular care should

be taken around the terrace, where there are many potential hazards including slippery steps and an unfenced drop onto sand or sea.

Dogs

We accept dogs at The Port up to a maximum of 2. Please keep dogs out of all upstairs rooms and do not allow them onto furniture. We have two stair gates available for you to use.

Amendments

Should you wish to amend your holiday dates before its commencement we will do our very best to accommodate you but cannot guarantee this will be possible. Amendments may be subject to an administration fee of £30.

Cancellations

In the unfortunate event that you have to cancel your holiday please advise us immediately and confirm in writing/email. We will confirm receipt of your cancellation request. Your deposit is non-refundable in all circumstances of your cancellation. If your cancellation occurs more than 56 days before the start of your holiday your deposit only will be forfeited. If your cancellation is made 56 days or less from the start of your holiday you will be liable for the full rental amount and no refund will be due. (*The only exception to this is if there is a national or local lockdown due to COVID 19). We will do our utmost however to re-let the property and if this is achieved, we will refund 75% of your booking cost provided we manage to re-let the property at full price. If we can only re-let the property at a reduced price then we may offer a reduced refund at our discretion. If you have to leave The Port earlier than expected no refunds will be made. If you have not arrived by 12pm the day after your holiday start date and you have not advised us that you will be late, we will deem the holiday to have been cancelled and no refund of any monies paid will be made. **We strongly urge our guests to take out cancellation insurance to protect against such losses.**

Force majeure

If we, the owners, have to cancel your booking due to forces beyond our control we will refund all monies paid. If we have to end your holiday early due to forces beyond our control, we will refund the appropriate proportion of the booking fee. In these circumstances our liability will not extend beyond this and there will be no compensation or expenses paid.

Guest responsibilities

Guests are responsible for the property during their holiday and are asked to take reasonable care of both the property and its contents. Any breakages and/or damage should be reported to us immediately. Whilst we won't charge for the odd broken plate or glass, we reserve the right to charge for any damages deemed unreasonable. Guests must report any problems with appliances, fixtures or fittings immediately so that they may be repaired as soon as possible to minimise inconvenience both to you and to subsequent guests. Guests must not carry out any activities or behaviour that may cause a nuisance to the owners or occupiers of neighbouring properties. We, the owners, are entitled to ask the holidaymaker to leave the property without any refund if, in our opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable or unreasonable.

We, the owners, also reserve the right to refuse entry to anyone who, in our opinion, is not suitable or capable of taking charge of the property.

Our liability

The use of the property and amenities at The Port, and guests' own property, are entirely at the users' risk and the owners can accept no responsibility for injury, death, loss or damage unless arising from negligence on our part. We make every effort to list our property in an accurate manner however, some fixtures and fittings may differ to those in the photographs. We very much hope you enjoy your holiday with us but in the hopefully unlikely event of a problem or complaint we ask that you notify us during your stay so that we may resolve the problem. Any complaints made retrospectively cannot be considered.

Access

We reserve the right to enter the property at any reasonable time to carry out repairs and necessary maintenance. We will endeavour to agree a convenient time in advance but at times it may be necessary to enter the property without prior arrangement.

Wi-fi

We have made every effort to supply the main living areas of The Port with a complimentary high-speed internet connection however we are in a rural location which affects our connection and the thickness of the stone walls may render some areas dead-zones. We cannot accept any liability for inconvenience or loss due to poor internet reception.

Data protection

The details you provide on booking will not be shared with any third parties. We may occasionally contact you to keep you up to date with offers and newsletters. Please let us know if you would prefer not to receive these.

**Thank you in advance for complying with these terms
and conditions.**