

# Lighthouse View

## Terms and Conditions

1. A deposit of 25% is payable by the client at the time of booking, the balance to be paid 8 weeks before the arrival date. If booking is less than 8 weeks before the arrival date, the full amount is to be paid on booking.
2. Cancellations must be notified in writing. If the owners are able to re-let the cottage, the client will be refunded in full but if not, all payments made by the client will be forfeited. It is recommended that the client has cancellation insurance.
3. Bookings run from 3:00pm on the day of arrival to 10:00am on the day of departure. The client is responsible for leaving the cottage clean and in good order. The client undertakes to pay for any breakages or damage needing replacement or repair.
4. Only those named on the booking form may use the accommodation.
5. Should your accommodation become uninhabitable during your stay through no fault of your own you will be entitled to a discretionary refund of all monies paid to us on a pro-rata basis to the amount that your holiday was affected.
6. We do not accept any liability for any personal injury, loss or damage which may be sustained by any member of the booking party or their pets during the period they are at Lighthouse View except where it arises from the negligence or wilful default of Lighthouse View.
7. We reserve the right to charge for damage caused by guests, their family, friends or pets, although we do not usually charge for minor breakages.
8. Smoking is not permitted in any part of the cottage.
9. One well-behaved dog is allowed at the property by prior arrangement, but must not be allowed upstairs or on the beds and furniture. Your dog should not be left unattended in the cottage.
10. Children over 4 are welcome but please bring all necessary equipment.
11. Children must be supervised at all times. The owners accept no liability for any accident or injury to any person or persons howsoever caused.
12. The bed deck above the master bedroom is not available and under no circumstances should children be allowed up there. To operate the blind in the window of the bed deck please use the remote control provided.
13. If notified of a breakdown of any of the appliances, the owners will endeavour to arrange for the repair of appliances, but offer no guarantee nor compensation if this is not achieved.
14. You must notify the owners of any shortcomings with Lighthouse View immediately so that remedial action, if appropriate, can be taken. We cannot accept any liability or claim if you fail to notify us of any complaint during your holiday.

# Lighthouse View

## Coronavirus – Additional Terms & Conditions

If any guest has coronavirus symptoms they will need to self-isolate at Lighthouse View and this would mean that we would need to cancel your booking which could be at short notice. We will request all guests to notify us if they or any members of their party have coronavirus symptoms as soon as possible so that we can let the following guests know their holiday has been cancelled. Should this happen then:

- The guests that have coronavirus and / or coronavirus symptoms will be expected to meet the cost of an additional 7 or 14 night stay. The duration of the extended stay at Lighthouse View will depend upon when the first signs of the virus were displayed.

The latest government guidance can be found at

[www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection](http://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection)

We would ask all guests to familiarise themselves with these rules prior to booking.

In light of the current situation:

- Guests may wish to try and insure against the possibility of an enforced holiday extension.
- Any guests that have their booking cancelled as a result of current guests self-isolating will receive a full refund.

Please could we ask that if anyone in your party has suspected coronavirus that you notify us at the earliest opportunity so that we can notify our housekeeper and future guests. We will also contact you on the day prior to departure to check on your wellbeing.

Please note that crockery and utensils have been minimised (but should be sufficient) and all books have been removed to minimise the number of surfaces that our housekeeper has to deep-clean after each stay.

### *Additionally:*

1. *Guests are requested to open the windows in both bedrooms, shower room and dining room on departure.*
2. *All beds that have been used should be turned down or stripped to air the mattresses*
3. *All crockery and cutlery used in the morning must be placed in the dishwasher and switched on to wash. The housekeeper will empty the machine.*
4. *Please thoroughly check that no personal property is left in the house on your departure, and that any excess food is either taken away or disposed of in the relevant bin.*

We are sorry to have to put these additional measures in-place but they are designed to keep guests and our housekeeper as safe as possible during these unprecedented times.

## Summary

Whilst these additional Terms & Conditions may appear to take the gloss off of your forthcoming stay I sincerely hope that this isn't the case. They are simply designed to be a pragmatic response to the coronavirus pandemic that affects us all and to keep all who stay at Lighthouse View and our housekeeper as safe as possible.