



Booking Terms & Conditions

1. THE CONTRACT for a short-term holiday rental will be between Pendine Manor Apartments (Milkwood & Sea Breeze) Owners (referred to as “us” or “we”) and the person making the booking and all members of the holiday party (referred to as “you” or “your”) in the following booking conditions. UK law will govern the Contract. The contract of hire is not effective until we have processed the deposit. The contract will be subject to these booking conditions, and must be complied with. The party leader must be at least 18 years of age at the time of booking.
2. PAYMENT: Bookings are CONFIRMED on receipt the non refundable deposit agreed at the time of booking. The deposit must be paid within 1 day of the booking being placed. The balance of the rental will be due for payment 14 days prior to the holiday commencement date and we reserve the right to cancel a holiday where payment has not been received 14 days before the commencement date. If the booking is made within 14 days of the holiday start date the full rental will be required. Payment can either

Pendine Manor Apartments, Dukes Meadow, Pendine. SA33 4UH

www.pendineapartments.co.uk

Gareth: 07810 206886 or Ryan: 07792 394231

be by PayPal (fees apply) or bank transfer, we will send the details to you separately.

3. CANCELLATION: Cancellations must be immediately notified to us in writing. If you cancel your booking more than 14 days prior to arrival, you will receive a refund of any monies paid minus your initial deposit. Cancellations made at any time up to 14 days prior to arrival will be charged in full and no refund will be issued.

Should your planned stay be forced into cancellation due to COVID-19 lockdown restrictions, then you will be refunded in full any monies paid, or offered to transfer dates – regardless of timeframe of cancellation.

4. CANCELLATION INSURANCE: Cancellation Insurance is not compulsory but we strongly recommend such insurance to protect against the cancellation penalty.

5. CIRCUMSTANCES BEYOND THE CONTROL OF THE OWNER (FORCE MAJEURE): If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, epidemics, destruction/damage to the property (“force majeure“) you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons 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.

6. PERIOD OF HIRE: You should not arrive before 3pm on the commencement date, and leave by 10am on the day of departure. Failure to do so will result in you being charged a further day’s rental. You must not use the property except for the purpose of a holiday during the holiday period, and not for any other purpose or longer period. The agreement to stay in the property for the holiday

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period, does not create the relationship 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.

7. NUMBER OF PERSONS USING THE PROPERTY we reserve the right to refuse group bookings or other persons who, in our opinion are unsuitable for the accommodation. The maximum number of people stated in each apartment must not be exceeded we reserve the right to terminate your holiday forthwith, without compensation, or apply additional charges.

8. LIABILITY: Pendine Manor Apartments (Milkwood & Sea Breeze), its employees and representatives shall not be liable to you or your party for loss or damage to property, cars or contents whether inside or outside howsoever arising. You must take all necessary steps to safeguard yourselves and your property.

9. CARE OF THE PROPERTY: You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair, and in the same clean and tidy condition at the end of the rental period as at the beginning. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties.

Smoking is not allowed in any of the properties. Pets are only allowed in designated apartments.

10. DAMAGES & BREAKAGES: In certain circumstances, a damage deposit of £150.00 per cottage is payable on request, refunded at the end of your vacation with breakages and damage charged at our discretion. Should breakages occur then we reserve

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the right to deduct monies from said deposit, and pursue further costs if required. Should a damage not be required at the time of booking and breakages occur during the occupancy, then we reserve the right to recover the costs of any losses to property, and to any loss of business related to said damages.

11. WIFI: Wi-Fi is provided for the guest's reasonable use. It is rural broadband and has limitations. The guest agrees to reasonable and lawful usage of this service.

12. 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 any necessary repairs or maintenance.

13. COMPLAINTS: Every effort has been made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return.

14. DATA PRIVACY STATEMENT: We treat any data collected during the course of making bookings or dealing with enquiries in strict confidence. Your data will never be sold.