

Garrison House Apartment **Booking Terms & Conditions**

Proprietors: Fiona & Peter Martin
Address: Garrison House, St. Mary's, Isles of Scilly, TR21 0LS.
Tel: 01720 422972
Email: garrisonhouse@aol.com

Thank you for choosing to book **Garrison House Apartment**. We will look forward to welcoming you and hope that you will have a most enjoyable and relaxing holiday. By making this booking you are entering into an agreement with us. Please read carefully our terms and conditions of booking below.

Occupancy

The apartment is available for 4 persons only including children.

Children

We welcome children of all ages.

Tariff

The price of the accommodation includes electricity, linen (including towels and beach towels), hot water and central heating. For bookings of more than one week, additional changes of linen and cleaning are also included. If beds in both bedrooms require changing when a 'couple only' discount has been applied the balance of the full occupancy rate will be charged.

Payment

The balance of the rental is due 6 weeks before the commencement of the holiday. No further invoice will be sent to you and you must make this payment in good time. Failure to make this payment on time may result in cancellation of the holiday and forfeit of your deposit. Please make cheques payable to 'Garrison House' and write your name, address and contact details on the back of your cheque. We regret that we are unable to accept card payment.

Arrival

We will aim to have the apartment serviced by 1.30 pm on the day of arrival, unless otherwise arranged. You are welcome to deposit your luggage at Garrison House if you arrive before the apartment is ready. In circumstances beyond our control, we would ask for your understanding if the apartment is not completely ready by 1.30 pm.

Departure

Please be ready to leave the apartment no later than 9.30 am on the day of departure, unless otherwise arranged. Luggage may be left at the house for later collection.

Pets

One well-behaved dog is permitted only by prior arrangement. There is no additional charge for dogs, unless there is excessive cleaning required, in which case a £25 surcharge will be made. If your dog causes damage to the property or garden, you will be invoiced for the full cost of making good.

Dog Code

Do not allow your dog upstairs in the bedrooms. A stair gate is provided to assist with this. We realise that some dogs may be used to lying on furniture at home. Please do not allow your dog on the furniture without using the dog blankets and coverings provided. Please thoroughly clean the apartment, including dog hairs from rugs etc before you leave. If you bring a puppy or a dog which is prone to chewing, a dog crate is available by request. We ask that you inform us if you leave your dog at home alone during your stay.

Cancellation and insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable if the cancellation is made less than six weeks in advance of your booking. If we are unable to re-let your holiday, you are still liable to pay for the booking in full, even if we have not received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it in full, less a £25 administration fee. Deposits may only be carried over to a new date by mutual agreement and where the cancellation has been re-let.

When booking accommodation on the Isles of Scilly you will be booking an off-shore holiday. It is advisable to consider holiday insurance which covers such contingencies as delayed departure because of weather or technical difficulties.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booking of our apartment only. Our liability would not extend beyond this refund.

Damages and breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur so that they can be corrected as soon as possible. Accidents do happen and we will not normally charge for minor breakages, but we may invoice you for repair or making good if the damage or breakage is significant. Please be aware that in an off-shore location, immediate replacement of an item may not be possible. We hold the right to make an additional charge of £25 if you did not report any damage.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any possessions, unless proven to be caused by a negligent act by ourselves or any person acting on behalf of ourselves, or contractors whilst acting in the course of employment.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer. We will not share details with any third party. With your permission we may contact you about promotions and offers.

