



Bridlington Holiday Let Ltd - Terms and Conditions

1. The accommodation is available from **4pm** on your arrival date. You must vacate by **10am** on your last day. **Any changes to these times must be requested and agreed in writing.**
2. A deposit of £100 is payable upon booking. A Refundable housekeeping bond of £75 is also required, in case of malicious or major damage. This will be returned once everything has been found to be in order after you vacate. The balance is due 6 weeks before your stay or upon booking if less than 6 weeks left to arrival. Please note the initial deposit is non-refundable if you decide to cancel, unless unavoidable cancellation by myself occurs (which is exceptionally rare!) or due to COVID-19 restrictions. **Late payment will result in your dates being re-advertised. Any problems please contact us as soon as possible.**
3. By agreeing to our terms & conditions you are agreeing for Bridlington Holiday Let to store your information.
4. **Cancellations** - If, once you have paid a deposit, you find that you have to cancel your booking, please notify us immediately with written confirmation of cancellation. The initial deposit is non-refundable. If you have to cancel once you have paid the full cost, we will do our utmost to re-let the accommodation in which case you will be returned the balance less 20% to cover administration costs. In the event that the accommodation cannot be re-let the full amount is payable. Under exceptional circumstances we may offer to keep the credit for future use. **Cancellations due to Government COVID-19 restrictions** - You may cancel your holiday and receive a full refund or move to a later date.
5. **We advise you to take out an insurance policy to cover any problems or cancellation.**
6. Visitors are responsible for leaving the accommodation clean and tidy. We ask that all bins be emptied and washing up done and put away before you leave. **Please do not allow your pets to foul on the patio areas. There will be an additional £20 cleaning fee if any dog faeces is found on the patio or surrounding areas after you vacate. This will be taken from the housekeeping bond.** We reserve the right to charge an additional cleaning fee or take payment for any unnecessary damage that is caused during your stay. **You must ensure all windows and doors are locked and the key is left in the key safe before you leave. There will be a charge of £20 for lost keys**
7. Only those people named on the booking form (for each specific property) are entitled to stay in the accommodation. Please inform us in writing of any changes to the original booking. **We do not accept hen or stag parties.**
8. **Electricity** - There is a coin meter for the electricity in the chalets on South Shore Holiday Village, which accepts £1 coins, the meter is set to cost no more than standard electricity rates. **We ask that you turn off all lights and heating when you leave.**
9. **Linen** - Duvets, pillows and bed linen will be provided. **We ask that you take your own towels and tea towels.**
10. **Please take care, the patios and decking areas can become slippery due to the weather conditions.**



Bridlington Holiday Let Ltd - Terms and Conditions

11. **Log Burner** - For accommodation with a log burner in the living room, there will be 1 free bag of logs for your arrival. Should you require any more logs, then they can be purchased from B&Q or Morrisons. **The log burners get extremely hot. Please take care and keep children and pets away from the log burner at all times.**
12. We reserve the right, at our discretion, to terminate the holiday of any person or persons whose behaviour is likely to cause damage to the property or third party or cause nuisance to other guests.
13. The use of Bridlington Holiday Let accommodation in all of our locations and any of the facilities is entirely at your own risk. The proprietors accept no responsibility for any loss, damage or injury to you or your party. Visitors are responsible for their personal possessions at all times. **Activity passes are available to purchase from Reception at Thornwick Bay and Reighton Sands Holiday Parks.** There is free WiFi in all of our accommodation.
14. **Pets** - Two well behaved dogs are welcome to stay Free of charge but must not be left alone (unless crated). Dogs must be kept under control at all times and are not allowed in the bedrooms or on beds. Please bring throws for furniture if you want your pets to sit with you in the living rooms. We advise you to bring your own pet bedding and bowls. Any damage caused must be notified immediately. **You must clean up after your dog and use the dog bins provided. Dogs must be kept on a lead at all times while on site. Please do not allow your pets to foul on the patio areas. There will be an additional £20 cleaning fee if any dog faeces is found on the patio or surrounding areas after you vacate. This will be taken from the housekeeping bond.**
15. **No commercial vehicles are permitted on South Shore Holiday Village without prior permission. This includes sign written vans / cars.**
16. **No Smoking** - For the convenience of our guests, we operate a no smoking policy. We reserve the right to charge an additional cleaning cost of £50 if anyone has been found to be in breach of this policy.
17. Any breach of these regulations may result in the termination of your holiday.
18. **Complaints** - Any complaints must be made within 24 hours to the owner/manager, who will endeavour to rectify the problem as soon as possible to ensure the continued enjoyment of your holiday. If anything is found to be damaged or not up to our standard on arrival, then we must be notified immediately and will require photographic evidence of the issue upon arrival and not at the end of your stay. The complaint must also be confirmed in writing within seven days of the end date of the Hirer's holiday. Any problems not reported within the quoted timescales or not following this procedure cannot be addressed later.
19. The person booking agrees to take responsibility for all parties occupying the property.
20. You are within your rights to cancel within the first 24 hours of receiving your booking email if you do not agree to any of our terms and conditions. Your initial deposit will be refunded only if cancelled within the 24 hours of booking.