

## **Bridlington Holiday Let Terms and Conditions**

By booking with Bridlington Holiday Let you are agreeing to these terms and conditions.

1. The accommodation is available from 4pm on your arrival date. Any changes to these times must be requested and agreed in writing.

2. A deposit £75 is payable upon booking. An additional damage deposit of £50 is also required. 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!). **Late payment will result in your dates being re-advertised. Any problems please contact us as soon as possible.**

3. Credit/Debit Card details are required in the event of any damage caused during your stay. By agreeing to our terms & conditions you are agreeing for Bridlington Holiday Let to store your information.

4. 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. We reserve the right to charge an additional cleaning fee or take payment for any unnecessary damage that is caused during your stay. You will be contacted prior to any payment being taken. 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.

5. Only those people named on the booking form (maximum of 6 people) 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.**

6. We reserve the right, at our discretion, to terminate the tenancy of any person or persons whose behaviour is likely to cause damage to the property or third party or cause nuisance to other guests.

7. The use of Bridlington Holiday Let accommodation on South Shore Holiday Village or Thornwick Bay Holiday Village and all 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 Holiday Village.**

8. Two well behaved dogs are welcome in the chalets and one well behaved dog is welcome in the caravan and stay Free of charge but must not be left alone. Dogs must be kept under control at all times and are not allowed in the bedrooms or on beds or furniture. We advise you to bring

your own bedding and bowls for your pet. Any damage caused must be notified immediately. **Please note 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.**

9. We advise all visitors to ensure they have appropriate holiday insurance.

10. 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.

11. Any breach of these regulations may result in the termination of your holiday tenancy.

12. 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.

13. The person booking agrees to take responsibility for all parties occupying the property.

14. 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.