



MYLOR YACHT HARBOUR HOLDING COMPANY LTD: TERMS AND CONDITIONS

QUESTIONS

If you have any queries about the accommodation, the harbour facilities, or the local area please do not hesitate to contact us. We are here to help you choose the right accommodation for your holiday and we are happy to answer any questions you may have.

BOOKING PROCEDURE

Please use our online booking system to book your holiday home. The website shows the most up to date availability for all the cottages. When you make the booking a deposit of 50% will be required, payable by debit or credit card, the balance is payable one month before the booking start date. Full payment will be required if the booking is made within one month of the booking start date. If you are unable to pay by credit or debit card online please telephone the office and we can make the booking for you and accept payment by cheque made payable to Mylor Yacht Harbour Holding Company Ltd. Payment of the 50% deposit or the booking fee in full constitutes a confirmed booking. All deposit payments are non-refundable.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you have provided in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

THE BOOKING CONTRACT

The contract is between the guest named on the booking form (the Guest) and Mylor Yacht Harbour Holding Company Ltd (the Company). The person named on the booking form certifies that he or she agrees to these Terms and Conditions on behalf of all persons using the accommodation and accepts full liability for all monies payable and responsibility for all damages and breakages incurred during the contracted period.

CANCELLATION

We strongly recommend that you take out holiday cancellation insurance as you will be liable for all monies payable once your booking has been confirmed. If you are unable to make your holiday dates after the booking has been confirmed we cannot accept alternative dates. We shall, however, endeavour to find a replacement booker and if successful a refund of the balance can be made. In this event the deposit remains non-refundable.

ADDITIONAL CLEANING, BREAKAGES & DAMAGE

We do not require any cleaning or dilapidation deposits as security. We ask our guests to respect the accommodation and contents and to leave these in a clean and tidy condition. We ask that guests report any damages or breakages to us as they occur to enable us to make repairs / replacements for their own comfort and safety. We do not as policy charge for small accidental loss (e.g. wine glass or similar) but Mylor Yacht Harbour Holding Company Ltd reserves the right to recover larger losses at cost in consultation with the Guest as per the BOOKING CONTRACT above.

FINAL PAYMENT

Once the booking is received and accepted you are liable for payment of the balance of rent which is due, in full, one month prior to the booking start date. In the event of non-payment the property may be re-let. A reminder email will be sent to the email address given on the booking form.

GUEST OBLIGATIONS

The Guests agree to:

- a) Take good care of the property and leave it in a clean and tidy condition, ready to prepare for the next guests;
- b) Pay for any losses or damages to property, caused by the Guest or a member of their party;
- c) Be respectful of other guests and local residents with regard to noise and behaviour
- d) Observe all terms and conditions pertaining to pets (see below)
- e) Refrain from smoking within the units
- f) Only accommodate the number of dogs agreed in advance with the Company and only in a pet friendly property.

NUMBER OF GUESTS

The number of guests staying in each cottage must not exceed the number stipulated in the cottage details. Infants under the age of three years may stay in addition to this number provided they use an appropriate cot (travel cots are available in all apartments).

ARRIVALS AND DEPARTURES

Some of the properties change over on Thursday, and some on Friday. Please refer to the details for each individual accommodation for changeover information. Occupancy commences at 3pm on the date of arrival and the premises must be vacated by 10am on the date of departure.

COMPLAINTS AND BREAKAGES

All complaints and breakages must be notified to the harbour office during your stay so that an investigation and prompt remedial action can be taken. Complaints raised after your departure do not offer us a chance to provide a solution.

NON-AVAILABILITY OF PROPERTY

If for any reason beyond Mylor Yacht Harbour's control the property is not available on the date booked (owing to fire damage for example), the Guest will be offered either a replacement booking of same size accommodation if available, or a full refund of monies paid. No further claims will be accepted.

DOGS

Horatio, Effingham, Grenville, Cornwallis and Kingsmoor are designated dog friendly accommodation. Non-designated apartments do not accept dogs. The apartments do not accept any other species of pet other than dog. The maximum number of dogs housed in any one accommodation will be two according to the discretion of the Company dependent upon breed and size of accommodation. There is a £25 rent payable per dog per week in addition to the published accommodation fee. Dogs must never be left unattended in the accommodation or allowed to roam on the Mylor Yacht Harbour site. Nor are dogs allowed on the furniture or in the bedrooms. Local kennels are available for Guests with more than two dogs or for guests staying in any property which does not accept dogs. Please note that

you will be fully responsible for costs incurred for any damage to furniture and fittings caused by your pet. Please note the company cannot accept any responsibility for your pets' safety.

HEATING, ELECTRICITY & WATER

Essential services (electricity, heating and water) are included in the fees.

VAT

VAT is charged at the standard rate and is included in the charges shown on our price list.

LINEN

Linen is changed between occupancies and fresh sets are delivered weekly for stays over one week. Bath sheets and hand towels are also provided but are not to be taken to the beach or out of the units. Please bring your own beach towels.

SHORT BREAKS

Stays of less than one week are available for a minimum of three nights outside of school holiday periods. Please telephone the office with your requirements and we can create a booking for you. Non-standard arrival and departure days may be possible for your short break.

CAR PARKING

Guests will be given sufficient passes to cover each car in the party for the duration of the occupancy. Although there are no dedicated parking spaces for the holiday cottages, guests are welcome to park in any of the harbour site car parks. During peak season it may not always be possible to park directly outside the property.

TRAILER PARKING

Guests bringing boats by road will be entitled to free trailer parking for the duration of their stay in the accommodation. Storage of the boat afloat or ashore will be charged at the prevailing rate. To check prices or to book your stay please contact the harbour office on 01326 372121.