



Little Fish

ESCAPES

BOOKING CONDITIONS

CONTRACT OF HIRE

The Owner of the property is Sarah Cross therefore any contract is between Sarah Cross and you the 'Hirer'.

PAYMENT

Upon receipt of your invoice we must receive confirmation of payment of your deposit in writing and the location of the 'Hirer' via email (deposit being 30% of the total rent (including non-refundable booking fee of 10% of your total stay). The 70% balance of your rent is due 6 weeks before your holiday commences (plus the refundable breakages deposit). All payments are transferrable to the 'Little Fish Lifestyle Limited' account noted on your invoices. Non-payment of the balance of the rent by the due date shall be constituted as a cancellation of the contract and the deposit will be withheld. If booking via Airbnb their payment terms apply. Please note payment can be made via PayPal Me on request subject to an additional 3% charge.

CANCELLATION/INSURANCE

Once a 30% deposit has been paid your booking is secure. PLEASE NOTE: The 30% deposit incorporates a Booking Fee of 10% (up to £200 single booking/up to £400 on dual booking) of your total stay, this is NON-REFUNDABLE under any circumstances.

Should you decide to cancel your booking before final payment has been made (6 weeks before your stay) we will retain your 30% deposit including booking fee and your stay will be cancelled.

In the event of cancellation after full payment has been made at 6 weeks before your stay, we will refund 50% of your total booking price or issue you with a credit note to the value of your booking LESS your deposit (30% of your stay).

If the house is closed and unavailable for any occupation for the dates of your stay you will be eligible for a full refund LESS the 10% Booking Fee (up to £200 on one house and up to £400 on a dual booking).

Covid-19 – Should a continued or new lockdown occur due to Covid-19, either locally to the 'Hirer' (location to be specified at time of booking) or the house itself, the 'Hirer' will be eligible to a full refund less 10% booking fee (up to £200) or alternatively to transfer the funds from the current booking to a future stay, less the 10% booking fee.

IN ANY EVENT WE STRONGLY ENCOURAGE YOU TO EXPLORE YOUR OWN INSURANCE TO PROTECT YOUR BOOKING.

OVERSEAS BOOKINGS

Payment can be made direct by transfer into our bank account. Payment can also be made via PayPal Me on request subject to an additional 5% charge.



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BOOKING CONDITIONS CONTINUED

GROUPS OF YOUNG PEOPLE

We are unable to accept bookings from groups of people under the age of 25, except at the discretion of the owner.

NUMBER IN PARTY

This must not exceed the maximum number stipulated in the property description unless there has been a prior agreement.

COMPLAINTS

Any complaint must be notified immediately so that an investigation can be made if necessary and any remedial action taken if required. Complaints will not be accepted after the tenancy has ended.

NON-AVAILABILITY OF PROPERTY

If for any reason beyond the owner's control the property is not available on the date booked, for example as a result of flooding, all rent will be refunded in full less 10% booking fee (up to £200) but the hirer shall have no further claim against the owner, Sarah Cross or Little Fish Escapes.

RIGHTS OF ENTRY

The hirer must allow owner and the housekeeper responsible access to the property during their stay.

LIABILITY

Neither Little Fish Escapes or the owner shall be liable to you or any member of your party for any loss or damage to person or property arising from the letting.

VAT

VAT is included in the rental where applicable.

LOSS, DAMAGE & CARE OF PROPERTY

The hirer is responsible for any loss or damage to the property, for taking care of property and leaving it in a clean and tidy condition. Should it be found that an excessive amount of cleaning is required a charge will be made and deducted from the breakages deposit as will any resulting damages to the property from your stay.



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BOOKING CONDITIONS CONTINUED

ELECTRICITY & HEATING

This is fully inclusive of the rental price.

LINEN/CLEANING

All linen is provided including bath towels, guests will also be supplied with Little Fish Escapes shower gel and body lotion. Please however bring your own beach towels – it is not permitted to take house towels to the beach or any other location outside of the house. Note the cleaning charge includes all cleaning and laundry costs for your stay unless there is damage to any items or excessive cleaning/laundry is required, which will then be deducted from the breakages deposit or charged separately.

PETS

Dogs are welcome provided they are well-behaved, and the garden is cleaned up during and at the end of your stay. It should be pre-arranged with Little Fish Escapes or Sarah Cross prior to your stay and agreed at the time of booking. Dogs are charged additionally at £35 per dog per weekend and £45 per dog per week stay.

COTS, HIGHCHAIRS AND BED CONFIGURATIONS

Cots and highchairs can be provided please ask when booking or specify on the booking form, to be submitted online, 6 weeks before your stay. The layout plan is highlighted on the online booking form – please confirm how you would like the bedrooms to be configured and we will do our best to accommodate where possible.

ARRIVAL & DEPARTURE TIMES

Lettings commence at 4pm on the first day of your holiday and at 10am on the day of departure. However, we can sometimes be flexible on early check in and late check out times, at no extra charge, within 2 hours if the property is available, please contact sarah@littlefishescapes.com during the booking process to request. If a morning check in or afternoon checkout is requested a charge of up to 50% of the nightly will be applied if the property is available.

DESCRIPTIONS

Little Fish Escapes take every good care to ensure the accuracy of their property descriptions. All information is given in good faith and believed correct at the time of printing. We cannot be held responsible for any errors or omissions.