

HILL TOP HOLIDAYS

Self-catering breaks in beautiful North Devon

Terms & Conditions

- 1. Contract**

The Contract of Hire shall be between the Hirer and the Property Owners and subject to the Terms & Conditions.
- 2. Payment**

For a booking made more than 8 weeks before your holiday starts we require a deposit of 30% of the total rental. The balance is due 8 weeks prior to the holiday starting date.
- 3. Balance Payment**

On payment of the deposit and subject to acceptance of the booking, the Hirer becomes liable for the balance of the rent 8 weeks before the period of letting. We do not accept bookings from persons under 18 years of age.
- 4. Sleeping Capacity**

The maximum number of people is as disclosed and agreed on the Booking Form and extra persons cannot be accommodated, unless by prior agreement with the Property Owners. The Property Owners reserve the right to terminate the hire without notice and without refund for a breach of these conditions.
- 5. Availability**

The Contract of Hire is made on the understanding that the property and its facilities as published will be available for the dates stated. In the unlikely event that the property is not available through events arising out of the control of the Owners, then the Owners may be forced to cancel the booking. The Hirer will be advised of any such circumstances as early as possible, and will receive a full refund of all monies paid. The Hirer will have no further claims against the Owners.
- 6. Occupation Times**

Occupation is after 3pm (unless otherwise agreed with the Owners) on the commencement day of the holiday, and will terminate at 10am on the date of departure, which allows for cleaning.

7. **Damage**

All bookings are accepted on the condition that the property is left clean and tidy, and breakages and/or damage will be paid for by the person who made the booking.

8. **Access**

The Property Owners or their representatives shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy.

9. **Smoking**

NO SMOKING is allowed in the property.

10. **Pets**

NO PETS are allowed at the property, but under the Disability Discrimination Act the Property Owners will waive this policy where assistance dogs are concerned.

11. **Linen**

Bed linen is provided, but linen and blankets for cots are NOT supplied and should be provided by the Hirer. Towels of any description are not provided and should be provided by the Hirer.

12. **Motor Car and Personal Belongings**

Baggage and personal belongings are at the Hirer's risk at all times, and no responsibility can be accepted for loss or damage to any vehicle or its contents.

13. **Cancellations**

If you have to cancel your reservation, you must telephone the Property Owners as soon as the reason for cancellation occurs. You must also confirm your cancellation in writing within 10 working days by recorded delivery to Hill Top Holidays, Walland Farm, Bucks Cross, Bideford, Devon, EX39 5DP. The day we receive your telephone notification of cancellation is the date on which your reservation is cancelled.

If you cancel your booking for any reason, you will receive a refund of any balance monies paid provided the cancellation notification is received more than 8 weeks before the start date of your holiday. The deposit will be refunded if the property is subsequently booked by another party.

If you cancel your booking within 8 weeks of the start date of your holiday, no refund will be given, unless the property is subsequently booked by another party, when a full refund will be made.

14. **Complaints Procedure**

In the unfortunate situation where there is a complaint, please contact the Property Owners, as quickly as possible and ask for their assistance. They will make every effort to make sure your complaint is handled quickly and efficiently, but we do need you to act immediately

if there is a problem.

In no circumstances will compensation be made for complaints raised after the holiday has ended, when the Hirer has denied the Owners the opportunity of investigating the complaint and endeavouring to put matters right during the holiday.

15. Advertisements

The Property Owners have taken every care to ensure the accuracy of the property description. All information is given in good faith and believed correct at the time of advertisement (all distances are approximate), but the Owners cannot be held responsible for any errors, or the results of such errors. Furthermore, the Owners cannot accept liability for happenings outside their reasonable control, such as breakdown of domestic appliances, plumbing, wiring, sudden temporary invasion of pests, damage resulting from exceptional weather conditions resulting in loss, injury or accident. Neither can the Owners accept any liability for changes to (or withdrawal of) specified area amenities mentioned in their advertisements, such as sports facilities, country clubs and restaurants etc.

16. Price Changes

The Owners reserve the right to amend prices quoted in advertisements due to errors and/or omissions.