

The Steps - Terms and Conditions

In the event of discrepancy, these terms and conditions shall prevail over those given on the web site www.thestepsnewquay.co.uk

Prices

The details on the property and prices are given in the above web site.

Prices include all bed linen (please provide your own towels).

50% non-refundable deposit required on booking, with the balance for the same amount being paid 3 months before start date.

Check in times 4pm onwards, check out times by 10 am on the morning of departure (see welcome pack, page 1 for further details)

Damage Deposit

£500 breakage deposit will need to be paid into our bank account 3 weeks before the start of your holiday. Your breakage deposit will be refunded (less any damages) during the week after your departure by bank transfer so please notify us of your bank details (sort code and account number). **Cheques will not be accepted for the breakage deposit and these must be credited to our bank account at least one week before the holiday start date**

- Please make a list of all breakages and leave these on the kitchen surfaces so that these can be replaced for the next guests. You will normally not be charged for small breakages such as drinking glasses. In the last 15 years of renting we have only had to retain part of the breakage deposit on one occasion.
- Also please make a list of all items that you find are not working properly so these can be rectified at the earliest opportunity

It's unfair on the next family if they find items are not in working order. The majority of our guests are repeats so they expect to find things the same way as last year. You will not normally be charged for such breakages so please let us know soonest!

Should you or your guests cause damage to contents or the structure of the apartment you may be responsible for the cost incurred for replacements or work.

On your arrival, if you so wish, please carry out an inventory check to ensure there are no broken or damaged items. If you see any broken or damaged items please notify the house keeper Lynette first thing the following morning so that you will not be liable for these breakages or damages

BANK PAYMENT INSTRUCTIONS - These will be advised at the time of booking

Holiday Insurance

We strongly recommend you take out cancellation insurance in the event you need to cancel your holiday for reasons such as health, etc. In the event of cancellation, we will do our best to re-let the property in which case you will get your money refunded. We also recommend taking out all risk cover for your valuables as there is no safe on the premises

Number of Guests

The number of guests staying at the premises (house and gardens) is limited to 8 max
The use of any other form of accommodation such as tents in the garden or station wagons parked on the premises with sleeping capability are strictly forbidden.

Only the contracted number of guests is allowed to use the facilities of the cottage.

The full damage deposit monies will be retained if these conditions are not adhered to

Pets

Pets are not allowed on the premises

The owner reserves the right to have his or her representative inspect the cottage mid week to ensure there are no pets on the premises

The full damage deposit monies will be retained if the above conditions are not met

Smoking

Smoking is not allowed in the cottage or on the premises

The full damage deposit monies will be retained to clean smoke affected fabrics if this rule is not adhered to

Outdoor Shoes

Please do not use outdoor shoes in the cottage. Leave these on the carpet by the utility room entrance door. The place is fully carpeted so there is no need for slippers, but if you like, bring your slippers by all means

Deposit monies will be retaining for extra cleaning if the carpets are soiled

Return of Deposit Monies

Deposit monies will be retained for any damage such as breakages, staining of fabrics of furniture etc

The full damage deposit will be retained if the following conditions are violated as specified in the above paragraphs.

1. the number of guests using the premises exceeds 8 or the contractual terms in the correspondences
2. if there is any evidence of smoking in the cottage including the utility room
3. **The awning should never be left out in high winds or when the premises are unoccupied**