

## Terms and Booking Conditions

### Booking and deposit

A contract does not exist between us and the Client and no booking is agreed (and the we shall have no obligations to the client) until we have confirmed receipt of the deposit, and the terms and conditions of booking have been accepted. We have the right to refuse to accept any bookings at the our discretion, refunding any deposit received.

### Payment terms

The full balance of the holiday price must be paid by the due date shown on the initial confirmation (either 10 weeks prior to date of departure or by return within this period). We reserve the right to treat the booking as cancelled if any part of the balance of the holiday price remains unpaid by the due date. If cancelled, the cancellation terms will apply.

### Amendments by us

The arrangements featured on our websites are planned many months in advance and amendments do occasionally become inevitable. In most cases these changes would be considered by the us to be minor, in which case we shall have absolute discretion as to whether the Client is or is not notified.

Occasionally, it may be necessary to cancel previously confirmed bookings and we reserve the right to do so. However, we will not cancel within 10 weeks of departure unless you have failed to make payment in full or where we are forced to do so as a result of circumstances outside our control. Where your arrangements are cancelled other than due to your default in payment, we will offer you, a full and immediate refund of all monies paid to us, or alternative accommodation on the Dolphin Complex.

We cannot be responsible for any costs or expenses you may have incurred as a result of any cancellation. Very rarely, we may be forced to curtail your accommodation after the date of departure where circumstances amounting to "force majeure" as described in below occur. In this very unusual situation, we regret we cannot make any refunds, pay any compensation or be responsible for any costs or expenses you may incur as a result. You should ensure you have adequate holiday insurance to cover these eventualities.

### Force Majeure

Circumstances amounting to "force majeure" include war, or threat of war, riots, civil strife, terrorist activity, industrial dispute, governmental action, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. In these circumstances, we cannot be responsible and no compensation will be payable if we are forced as a result to cancel, delay, curtail, or in any way change your holiday. Additionally we wish to advise that power cuts and water shortages are not uncommon, and are outside of our control.

### Our Liability to You

The accommodation we arrange on your behalf belongs to us and is managed by an independent agent. We accept responsibility for ensuring that all parts of our contract with you are properly performed, except where any failure to perform or improper performance was due to your own acts and/or omissions or those of a third party not connected with the provision of your accommodation and which were unforeseeable or unavoidable or an event which ourselves the property owner/supplier of the services in question could not have foreseen or forestalled even with all due care. We accept the responsibility for ensuring the accommodation is supplied as described. We do not accept liability for any disappointment which the client may feel as a result of unrealistic expectations.

### Insurance

All members of the party must have holiday insurance cover.

### Swimming Pools

The availability of a swimming pool may change at the discretion of owner, due to weather or maintenance. Swimming pools may only be used on the understanding that clients accept total responsibility for the safety of all members of the party.

### Security Deposit

A security deposit (minimum £100) is required for each booking and is taken when the balance is payable. Subject to breakages, damages, lost keys or energy key. This will be returned within one working week.

### Persons Booking

Should the maximum number of persons stated in the booking be exceeded, at any time, without prior permission from us, we will have the right to demand that the persons not stated on the booking form leave the property. Changes to the number in the party must be notified to us before departure even if this does not exceed the maximum number for the property.

### Cancellation by You

Should your party need to cancel your accommodation once it has been confirmed, you must immediately advise us in writing. Our address will be sent via email.