

ventnorselcatering.co.uk

Booking Terms and Conditions

Thank you for choosing to book with ventnorselcatering.co.uk, we look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

Prices

The price of the accommodation includes the following: electricity, gas (Bermuda House, Gills Cliff House and Bayview), logs (Gills Cliff House), wifi, bed linen and towels (Beach View Apartment, Gills Cliff House and Bayview). It can optionally include one or more return ferry crossings and towels for Bermuda House.

Pets

Sorry, we do not allow pets at these properties.

Acceptance of Children

We welcome children of all ages.

Cancellation and Insurance

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance.

If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less an administration fee of £10 and any difference in price of the new letting compared with the original.

We would recommend that you take out cancellation insurance to cover this potential cost.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 4pm on the day of arrival, unless otherwise arranged. We are unlikely to be able to accommodate you if you arrive earlier than the agreed time, as we will be busy preparing the property. Please also ensure that grocery deliveries are not arranged for before the agreed arrival time.

Late arrival procedure

Please ensure you contact us to let us know if you will be arriving late.

Departure

Please leave the accommodation by 10am (11am for Bayview) on the day of departure, unless otherwise arranged.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damage, which you cause, to the accommodation or its contents. You report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant.

Occupancy

You should not exceed the stated overnight occupancy levels for our properties. This is 10 in Bermuda House, 8 in Gills Cliff House and 4 in Beach View Apartment and Bayview. This can go up to 12 in Bermuda House, 10 in Gills Cliff House and 5 in Beach View Apartment by prior arrangement. Infants below 18 months of age are not included in the numbers. Exceeding these limits will lead to termination of your stay.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our contractors whilst acting in the course of employment.

External doors

Bermuda House and Beach View Apartment have locks which cannot be accessed from outside while the key is in the lock on the inside. Please do not leave the key in the lock - if the door closes while you are outside the accommodation it will not be possible to obtain access to the property without the services of a locksmith, the cost of which will be charged to you.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.