

## **Ventnor Self Catering Ltd. Booking Terms and Conditions**

Thank you for choosing to book with Ventnor Self Catering Ltd., 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.

### **Booking**

We let the property to a lead booker who can use the property subject to our rules on maximum occupancy and other terms of use. Those nominated by the lead booker may also stay in the accommodation provided that they comply with our terms of use.

### **Prices**

The price of the accommodation includes a £20 booking fee plus 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, High Street Suites 3 and Bayview). It can optionally include 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 paying a deposit our agreement is a legal contract, and your money 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 the booking fee 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. This could include risks such as illness or accident, missed flights or trains or car breakdowns, the requirement to serve on a jury, work commitments and incarceration.

### **Coronavirus Restrictions**

If we are unable to be open due to government law we will refund all monies to you including the booking fee. If government regulation does not allow you to travel to the Isle of Wight we will, as a gesture of goodwill, refund all monies except the booking fee.

### **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 is not possible, or unacceptable to you, then we will refund

all monies paid by you for the holiday. Our liability will 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.

### **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. Please 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, High Street Suites 3 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 a third party except for the ferry company if you have booked a ticket through us.

15th January 2021