

BOOKING CONDITIONS

1. Bookings between Mr and Mrs Stephenson ("the Owners") and the person making the booking ("the Client") are valid only after:
 - (a) The booking form has been fully completed and signed, and has been received by the Owners;
 - (b) The correct deposit has been paid to the Owners, and
 - (c) The booking has been confirmed to the Client in writing.
2. By signing the booking form, the Client accepts these conditions and warrants that he/she is authorised to agree these conditions on behalf of all other persons named on the booking form including those substituted or added to by agreed amendment of the booking.
3. The balance of the holiday costs shown on the invoice must be paid 8 weeks prior to departure. If the booking takes place less than 8 weeks prior to departure, then the balance is due immediately upon receipt of the confirmation. If the balance is not received on or prior to the due date, the Owners reserve the right to cancel the relevant booking, and retain any deposit held in respect of the same.
4. The Client may cancel the booking at any time prior to the commencement of the holiday. Any cancellation must be notified to the Owners in writing, and the date of the postmark shall be deemed the effective date of notification of cancellation.

If the cancellation date is more than 8 weeks from the date of commencement of the Client's holiday, then the deposit will be forfeited in full, unless the Owner can re-book the cancelled dates, in which case, 50% of the deposit will be refunded.

If the cancellation date is less than 8 weeks from the date of commencement, then the following cancellation charges will apply;

Between 6 and 8 weeks before date of departure, 50% of the TOTAL cost

6 4	65%
4 2	85%
2 0	100%

The Owners strongly recommend that correct and adequate insurance is taken out, which includes the loss of deposits, accident and medical cover.

5. In the unlikely event of the Owners having to cancel the booking for any reason whatsoever, which they may do, especially in circumstances outside of their control, they will only be liable to refund monies already paid to them by the Client.

6. The accommodation is booked exclusively for the persons named on the booking form, and no other persons may use the accommodation.
7. The Owners do not accept liability for loss of main services such as electricity or water supplies, nor for the consequences of the actions or omissions of persons who may control supply or mains services, nor any actions taken in the vicinity of the property by any authority over which there is no control.
8. In the unlikely event that the Client wishes to complain about any aspect of the accommodation, the complaint should be conveyed immediately to the Managers of the property in the U.S.A. Details of the Managers will be given on confirmation of booking. If the Client still has cause for complaint upon return from their holiday, then this complaint should be put in writing to the Owners within 10 days of the Client's return to the UK. If this procedure is not followed liability will in no circumstances be admitted, and in any event the Owners reserve the right to deny liability for any matter the subject of such complaint, whether or not such procedure has been complied with.
9. Any damages or loss to the accommodation caused by the Client or other persons booked will be charged by the Owners to the lead person of the party. In such circumstances payment may be requested on site by the Manager and will be payable forthwith by the Client to the Manager.
10. Each person named on the booking form must ensure that they do not use, or allow to be used any item within the property that by use or damage becomes dangerous to themselves, others in their party, or the property, or to anyone entering upon the property. Any such item must be reported to the Managers in the USA immediately.
11. The Owners do not accept any liability for the use of the swimming pool by the Client and other persons, which must be used in a safe and responsible manner and non swimmers and poor swimmers must be supervised at all times in a manner that ensures their safety.
12. The Owners will try to assist in any changes of booking details that are within their control, and a flat rate charge of £20 will be charged. In the event that within 12 weeks of departure, the Client wishes to change the booking date to a later date, the cancellation charges specified will apply, although the Owners will use their best endeavours to mitigate the Client's loss. In the event of the Owners being unable or reasonably unwilling to amend the booking details in the manner required by the Client for any reason whatsoever, then the booking will remain in full force and effect as originally prepared and will remain in all aspects subject to the terms and conditions hereinbefore contained.
13. These booking conditions, and any complaints procedure or legal action will be governed by English law.