

## **Cresta House Terms & Conditions**

### **Reservation**

- You can make a reservation either by post, through our website ([www.crestahouse-cornwall.co.uk](http://www.crestahouse-cornwall.co.uk)), via Chycor's website using 247 booking system, or over the telephone.
- Your reservation is complete once you have received confirmation from Cresta House via email and following Cresta House's receipt of your 25% deposit in cleared funds or the full amount if less than 6 weeks before your holiday (see Deposit below).
- We shall hold your provisional reservation for 7 days. If we have not received your completed and signed booking form with the deposit within 7 days, we reserve the right to cancel the booking.
- Unfortunately, Cresta House cannot accept any reservations made for groups of people under the age of 25 years old.

### **Deposit**

- A non-refundable deposit of 25% of the full tariff is payable at the time of booking (the "Deposit"). The balance of the tariff must be paid at least six weeks before the start date. If your holiday begins less than six weeks from the time of booking, the full tariff is payable on booking.

### **Confirmation of booking**

- The Deposit shall be treated as part payment of the total sum due for the holiday. All charges (including the amount of the Deposit) are shown on the Confirmation of Booking. Once a Confirmation of Booking has been issued, you are responsible for the total advertised price of Cresta House as shown on the Confirmation of Booking.

### **Cancellation**

- If you cancel the reservation giving at least six weeks' notice, you will forfeit the Deposit only.
- In the event of cancellation less than six weeks before a holiday begins, and Cresta House is unable to re-let the property for that period, the whole tariff is payable.
- If you cancel the reservation giving less than six weeks' notice, but Cresta House is able to re-let the property, you will be liable to forfeit the Deposit and to pay the difference between the full tariff quoted to you in the Confirmation of Booking, and the price at which the property has been successfully re-let.
- Where a reservation is cancelled, an administration fee of £15 may be payable at the sole discretion of Cresta House.
- Failure to pay the full tariff quoted in the Confirmation of Booking at least six weeks before the commencement date of the letting shall be treated as a cancellation and will be subject to the above.

## **Arrival and Departure**

- All holidays start and finish on a Friday.
- Lettings commence at 3:00pm on the day of arrival and terminate at 10:00am on the day of departure (unless otherwise notified in writing by Cresta House).
- The maximum letting period is 28 days.

## **Short Breaks and Small Parties**

- Please contact Cresta House to discuss availability for short breaks. 3 nights minimum, from 75% of weekly tariff. Reduced tariffs for smaller parties are also negotiable.
- Your Obligations
  - You (and all other members of your party) agree to the following conditions:
    - (a) To pay for any losses or damages to the property, and any additional charges where necessary.
    - (b) To take good care of the property and leave it in a clean and tidy condition at departure to the reasonable satisfaction of Cresta House.
    - (c) To permit representatives of Cresta House reasonable access to the property.
    - (d) Not to part with possession of the property, or share it, except with members of the party listed on the booking form.
    - (e) Not to exceed the total number of people stipulated in the property description.
    - (f) To vacate the property by 10:00am on the day of departure (unless otherwise agreed in writing).
    - (g) To ensure that all kitchen equipment (including, but not limited to, crockery, cutlery and utensils) are washed and put away in the cupboards provided.
    - (h) Not to sell or transfer the reservation.
    - (i) Not to allow cots to be used by children over the age of 24 months.
    - (j) To respect any neighbours of the property.
    - (k) Not to smoke.

## **Method of Payment**

- Payments may be made by cheque (drawn from a UK bank only), credit card via 247 booking system, bank transfer or cash (in the case of last minute bookings only).
- Cheques or postal orders should be made payable to Cresta House and cash should always be sent by recorded delivery.
- Post-dated or undated cheques are not acceptable.
- All payments must be sent to Cresta House, c/o Hellangove Vean, Gulval, Penzance, TR20 8XD.
- Any charges raised against Cresta House by their bank for handling dishonoured cheques, bank transfers or any other payments will be passed on to you and you

are liable to reimburse Cresta House within seven days of receipt of notification from Cresta House.

- Overseas applicants may pay by Sterling cheque drawn on a UK bank or by telegraphic transfer to Cresta House's own bank (details available on request). Any charges for payments from overseas will be passed on to you.

### **Linen**

- Towels (not beach) and bed linen are provided at no extra charge. Please do not wash them.

### **Complaints**

- Cresta House tries to take every care to prepare the property to a standard whereby you will enjoy your holiday. If a problem or cause for complaint does arise, please contact Cresta House immediately. Every effort will then be made to assist you. It is frustrating for all parties if you write after your holiday to inform Cresta House of a problem that could have been solved had Cresta House known at the time.
- If Cresta House or the Owners were denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the letting, then this may result in a reduction of any compensation payable to you arising out of such a complaint.

All correspondence to:-

Mrs Samantha Wardman, Cresta House, c/o Hellangove Vean, Gulval, Penzance, TR20 8XD. Telephone: 01736 333144. (International: +44 1736 333144).

E-mail: [info@crestahouse-cornwall.co.uk](mailto:info@crestahouse-cornwall.co.uk)    [www.crestahouse-cornwall.co.uk](http://www.crestahouse-cornwall.co.uk)