

# Terms & Conditions

## How to Book

Please make a provisional booking by phone or e-mail. We will confirm the booking and hold the reservation for 5 days, pending receipt of the deposit.

Payment can be made by sending a cheque made payable to Mary Bell to 31 Alpine Road, Ventnor, Isle of Wight. PO38 1BU or via internet banking, bank details will be provided upon request. The deposit required is a third of the total booking price per week booked or the full amount if your holiday is within 6 weeks. Final balance to be paid 6 weeks prior to arrival.

## Conditions of Booking

All bookings are accepted entirely at the Proprietors discretion.

The number of persons occupying an apartment must not exceed the number stated in the property description.

Cancellation must be notified in writing. As an accepted booking forms a legal binding contract, if you wish to cancel the holiday, you are liable for the full amount unless we are able to relet the apartment. We would advise you to insure your holiday.

The proprietors reserve the right, at their absolute discretion, to refuse or terminate the stay in the apartment of any persons causing a nuisance of any sort or failing to comply with any of the rules or conditions of booking.

Under no circumstances should the maximum number of persons stated in the property description be exceeded. We reserve the right to terminate the contract should these conditions not be met.

There is a car park within 100 yards of the premises. As part of the booking fee we will provide a Tourist Parking Permit if required. It will allow you to park without charge in all Council pay and display areas. Please provide vehicle details when making final payment.

Engleberg is maintained to the highest standard. Any damages are the responsibility of the visitor and should be notified to the owner prior to departure.

Visitors may take up occupation after 2.00 pm on the day of arrival and **should vacate promptly by 10.00** am on departure day.

Keys may be collected on arrival and must be handed in prior to departure.

All linen and towels are provided.

The proprietors accept no responsibility for loss or damage to persons or property whilst on the premises.

Guests will be responsible for any loss or damage to the property or contents of the apartment and will be expected to leave the accommodation in a clean and tidy condition.

No pets are allowed.

Force Majeure – The owner shall not be liable for non-performance of any of its obligations under this agreement if such non-performance shall occur as a result of circumstances beyond their control which shall include (but shall not be limited to) industrial disputes, fire, flood, riots, adverse weather conditions, civil disturbances, epidemics or health risks or such similar events.

In the unlikely event of dissatisfaction with your accommodation, please bring the matter to our attention immediately so we can resolve any problem. We cannot deal with complaints after you have left.