

Tranquility Self-Catering Portstewart

Acceptance and Confirmation of your booking is subject to the following conditions:

These terms and conditions apply to all on-line and telephone bookings made by customers with Tranquility SelfCatering Portstewart.

Smoking is strictly prohibited inside the property.

1. **Booking Deposit:** A non-refundable booking deposit of £100 is required at the point of booking.
2. **Balance of Payment:** Full payment of holiday home rental must be made no later than four weeks prior to the rental commencement date.
3. **Method of Payment:** Payment may be made by cheque, Bank transfer or via PayPal.
4. **Cancellation by Customer:** In the event that you wish to cancel your holiday home reservation, the following charges will apply: On all reservations, booking deposit is withheld. 4-2 weeks before date of arrival - 50% of rental. Less than 2 weeks before arrival date – 100%. We strongly advise that clients take out travel insurance to cover any costs associated with having to cancel a holiday.
5. **A £100 breakage deposit is required (paid on arrival).** The deposit is usually refunded in full as long as the house is left as it was found, clean and tidy. This deposit is used when breakages / damages occur or due to excessive oil usage.
6. **Arrival and Departure Times:** Check- in is normally 2pm Saturday. Please discuss in advance if you wish to arrive at a later hour. Check out is 10am Saturday. The holiday maker is required to leave the property in the condition it was found – clean and tidy.

7. **Accommodation Capacity:** The property must not be occupied by more than the number of persons stated at the time of booking.
8. **Pets:** Pets are not normally allowed. However in certain circumstances with prior approval they may be permitted.
9. **Liability:** Tranquility or its owner shall not be liable for any damages, loss, or personal injury which may be sustained by persons or property at any time during the reserved stay. It is the responsibility of the hirer to ensure the property is kept secure at all times.
10. **Complaints:** In the unlikely event of a complaint, it should be brought to the attention of the owner immediately.
11. **Bed linen and towels:** Bed linen and house towels are supplied free of charge. These are for house use only and should not be used outside the property.
12. **Disabled Persons:** It shall be the consumer's responsibility to disclose, prior to booking, any physical or mental condition of a member of his party which may be relevant. We reserve the right to decline a holiday for a disabled person where the holiday home would be inconsistent with the special needs of a disabled person.
13. **Group Bookings:** Tranquility does not accept bookings from groups of parties under the age of 23, or hen/stag parties. We reserve the right to refuse to check-in such groups and will not refund any monies paid in advance in the event of non-disclosure of the age of the occupants.
14. **Right to Decline:** Tranquility reserves the right to refuse a booking.
15. **Confirmation of bookings:** All Bookings are subject to availability.
16. **The owner reserves the right of entry to the house at any time to carry out services or repairs.**