

Terms & Conditions of Booking

RESERVATIONS

Provisional bookings are held for 6 working days.

Securing Booking - send at least 25% deposit (minimum £25) and complete the booking form. All balances must be paid 6 weeks prior to holiday.

The owner reserves the right to decline accommodation.

If any of above are not adhered to (non-receipt of deposit or balance) the owner may re-let apartment without further notice. In event of cancellation or curtailment we may retain any deposit paid and ask for further payment to compensate us for any loss. We strongly advise you take holiday insurance to cover your booking.

GENERAL

NO PETS.

NO SMOKING within the apartment.

Noisy groups or persons using bad language, annoying others or playing sound producers (loudly during the day or between 11 p.m. and 7 a.m) will not be tolerated. Anyone breaking these conditions will be asked to leave the apartment without refund.

Please state numbers of people when booking and please remember children are persons.

Only the number of people stated on the booking form will be accommodated.

No scooters, skateboards or rollerblades to be ridden in the garden or car park.

CUSTOMER SERVICE

The owner cannot accept responsibility for loss or damage or accident to any persons or private property, however caused, whilst staying at the apartment.

If you have any cause for criticism or suggestion during your stay, please immediately notify the owner on 01929 424931 (9am – 5pm) or email info@swanageholidayflat.co.uk so efforts can be made to meet your requirements or solve problems. It is considered unreasonable to make criticism in writing upon your return home, should the owner not have been given the opportunity to resolve any matters during your stay.

Refunds will not be considered after the holiday period.

THE APARTMENT

The accommodation must not be occupied by more persons than stated on your booking form.

Linen must be used at all times and is supplied, if for any reason you need extra items, please contact the owner on 01929 424931 (9am – 5pm) or email info@swanageholidayflat.co.uk

The apartment is not available until 3 p.m. and must be vacated by 10.00 a.m. Please notify us if you will be arriving after 5.00 p.m.

Please clean the apartment before leaving and report any mishaps as they may occur.