

Mount Pleasant Holidays Ltd

The booking contract is between Mount Pleasant Holidays Ltd (referred to as “us” or “we”) and the person making the booking and the members of their party (referred to as “you” or “your”). The Contract is subject to UK law. The Contract will not take effect until the deposit is received. The lead booker must be at least 18 years of age and must supply the names, addresses and ages of the party.

Bookings and Payment

Bookings will be confirmed upon receipt of the deposit of 30% of the full cost of the holiday. The balance will be due six weeks prior to the commencement of the holiday. We reserve the right to cancel a holiday where payment has not been received by the due date. If the booking is made within 6 weeks of the start date, the full cost of the holiday will be required at the time of booking. Once you have a confirmed booking (the deposit has been paid) you are liable for the full rental cost even if you subsequently cancel. Cheques should be made payable to Mount Pleasant Holidays Ltd.

Our preferred method of payment is by direct transfer to our bank account:

Mount Pleasant Holidays Ltd
Acct No: 33577668
Sort Code: 30 98 98

Cancellation

We must be notified immediately by phone and also in writing of any cancellation. We will endeavour to re-let the cottage. If we are able to re-let your booking, we will refund to you the final letting price (which may be less than you paid) less a small administrative charge. If we are unable to re-let the booker is legally responsible for the balance in full and there will be no refund under any circumstances, save for where the cancellation relates to Covid-19 as detailed below:

Covid Related Cancellations

If we are not able to provide your accommodation for a Covid related reason, or you cancel your booking because of UK government public health measures you will be entitled to:

- Postpone your holiday and transfer to a later date or different accommodation with no admin fees, but please note that if the cost of your new accommodation is higher than your original booking, then you'll need to pay the difference. Normal cancellation terms will apply to new bookings (unless Covid restrictions are extended to cover the new booking dates).
- A refund of the full amount you have paid to date.

Cancellation Insurance

We strongly recommend cancellation insurance is taken out.

Terms and Conditions

COVID Update June 2020

Covid – 19 Impact

The safety of our family and the families of our guests is of the utmost importance to us. In light of this and in line with the latest government guidelines we have introduced the following changes at Mount Pleasant Holidays Ltd:

Enhanced Cleaning and Safety Measures

- **Protection for the Mount Pleasant team:** Appropriate PPE equipment and training for our team to enable them to work safely and to appropriate guidelines.
- **Cottages are cleaned and sanitised:** Including anti-viral disinfectant for all surfaces and high touch areas and steam cleaning for fabric and upholstery.
- **Increased cleaning time:** Allowing a 29 hour period between guests to ensure extra time for the additional cleaning measures during changeover.
- **Removal of non-essential items:** Temporary removal of items which are more difficult to keep clean and hygienic.
- **Reassurance given:** Information cards in cottages to explain extra cleaning practices, hand sanitiser and anti bac wipes. Additional hand sanitisation points around the property.
- **Managing and reporting cases:** Government guidelines will be followed to report and manage any potential or confirmed infection cases.
- **Safer check-in and check out:** Self service check ins, and key safes to minimise contact. We respectfully ask guests to remove bedding and place with towels in laundry bags provided on departure.
- **Social distancing:** For shared facilities and areas, signage on site requiring guests to follow government guidelines with respect to social distancing during their stay.
- **Swimming pool:** Restricted admission for one cottage group at a time and additional cleaning measures in place.

Covid Symptoms Before, During or After your Stay

Before Arrival:

In the event that you or any of your party display symptoms of Covid-19, have a temperature or feel unwell in any way or are in contact with any person displaying Covid-19 symptoms in the two weeks prior to your stay with us you must immediately inform us and your holiday will be cancelled in accordance with the Covid related cancellation details above. **Please refrain from travelling, we reserve the right to refuse entry to the accommodation in these circumstances.**

During your Stay:

If you or any guest in your party develops a temperature, feels unwell or displays symptoms of Covid-19 during your stay with us, you must immediately inform us, self-isolate and request a test. If you are confirmed to have Covid-19 then you should return home if you reasonably can. If you cannot return home then you should discuss it with us so we can review the possibility of extending your stay, please note that **we reserve the right to insist on your departure of the property if we feel it is in the best interests of our family and other guests.** You should also discuss the position with the appropriate health care professional and or local authority. If we are able to accommodate a stay past the end of your booking you will be required to cover the costs of additional nights in line with our current pricing policy.

After your Stay:

If you or any guest in your party develops a temperature, feels unwell or displays symptoms of Covid-19 within 14 days of returning home from your stay with us, you must immediately inform us in order that we can ensure appropriate treatment of the cottage, review our position with future bookings and conduct the relevant risk assessments.

Circumstances Beyond the Control of the Owner

In the event that we are unable to provide the accommodation as stated due to circumstances beyond our control which are not related to Covid-19 (e.g. fire, flood, exceptional weather conditions, damage/destruction) liability is restricted to the return of all monies paid. If we have to terminate your holiday early you will be refunded part of the booking fee based on the time remaining of the booking. No additional compensation, expenses or costs will be payable.

Arrivals, Departures and Period of Hire

Bookings are from 3.00pm on the day of arrival until 10.00am on the day of departure. Late departures may result in you being charged a further day's rental. The property is only to be used for the purposes of holiday during the period booked and not for any other purpose or period of time. There is no relationship created of Landlord and Tenant between the parties. You shall not be entitled to a new tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or at the end of the Holiday Period.

Number of persons using the Property

The maximum number of guests is stated on the website. Under no circumstances can extra guests be accommodated. We reserve the right to decline accommodation if this condition is not observed.

Visitors

Any persons other than members of your party may not use the facilities at Mount Pleasant Holidays.

Towels and Linen

All bed linen, towels and kitchen towels are supplied, with the exception of swimming/beach towels and cot bedding.

Rules and Procedures

Guests are required to familiarise themselves with and observe the rules and procedures of Mount Pleasant Holidays contained within the Information Book in each property, and additionally in our Covid update sheet, particularly regarding Health and Safety around the grounds.

Liability

Whilst every effort is made to ensure the safety of guests, the cottages and facilities at Mount Pleasant are used entirely at your own risk. Mount Pleasant Holidays, its employees and representatives shall not be liable for any loss or damage to your property howsoever arising. You must take all necessary steps to safeguard your personal property and baggage. No responsibility can be accepted for loss or damage to motor cars.

Damage and Care of the Property

You are responsible for the property during your Holiday Period and are expected to take reasonable care. The cottage is thoroughly cleaned prior to your arrival and you undertake to leave the cottage, furniture and equipment clean and tidy at the end of the hire period. We reserve the right to demand the immediate withdrawal of any persons behaving in a manner detrimental to the property or comfort of other guests. All damage and breakages are the legal responsibility of the hirer and should be made known to the owners. If you lose a key we will replace it upon your paying for the cutting of a new one.

Pets

We only allow a small number of well-behaved dogs by prior arrangement in certain cottages. We do not charge for dogs, but we do reserve the right to charge for any damage they may cause. **Dogs must be kept on leads when walking within the grounds and must not under any circumstances be left unattended in your cottage, you must pick up all dog waste and deposit in the bin provided in the refuse area.**

Smoking

Smoking is not allowed in any of the cottages or internal public areas.

Right of Entry

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out necessary repairs and maintenance.

Complaints

We have made every effort to ensure that you have an enjoyable stay but if you have any problem or cause for complaint, please contact us immediately to give us the chance to resolve it during your stay.