



Seabirds or Pebbles - Terms and Conditions of rental

By booking Pebbles or Seabirds Chalet you are agreeing to these terms and conditions.

1. The accommodation is available from **3pm** onwards on your arrival date. Please do not arrive any earlier. Please make sure you leave by **10am** on the day of departure. Any changes to these times must be requested and agreed in advance.
2. For bookings made directly with the Owner a deposit of £100 is payable upon booking. An additional damage deposit of £100 is also required to be received before the start of your holiday. This will be returned to you once everything has been found to be in order after you vacate. The balance is due 6 weeks before your stay or upon booking if less than 6 weeks left to arrival.
3. Your accommodation is cleaned before your arrival and as a limited amount of time is available to clean between holidays, please leave it and its contents clean and tidy.
4. Bedding for guests is included in the price, as is a bathroom hand towel and a kitchen tea towel. No other towels are provided.
5. Cancellation terms
 - a. Bookings not made directly with the owner (i.e. via Booking.com, Airbnb etc) will be subject to the booking sites cancellation terms
 - b. For direct bookings, if, once you have paid a deposit, you find that you have to cancel your booking, please notify us as soon as possible, ideally by email to info@debschalets.co.uk. Please note, after an initial cooling off period of 7 days, the initial deposit is non-refundable if you decide to cancel.
 - c. Cancellations within 14 days of arrival will need to pay the full booking cost unless the dates can be rebooked out.
 - d. **Late payment will result in your dates being re-advertised. Any problems please contact us as soon as possible.**
6. £1 and £2 coins are needed for the electricity meter. A small amount will be deposited in the meter for your arrival.



7. Visitors are responsible for leaving the accommodation clean and tidy. We ask that all bins be emptied and washing up done and put away before you leave. We reserve the right to charge an additional cleaning fee or take payment for any unnecessary damage that is caused during your stay. You will be contacted prior to any payment being taken. **You must ensure all windows and doors are locked and the key is left in the key safe before you leave. There will be a charge of £20 for lost keys.**
8. Only those people named on the booking form (maximum of 6 people) are entitled to stay in the accommodation. Please inform us in writing of any changes to the original booking. **We do not accept hen or stag parties.**
We cannot accept bookings from anyone under the age of 18.
9. We reserve the right, at our discretion, to terminate the tenancy of any person or persons whose behaviour is likely to cause damage to the property or third party or cause nuisance to other guests.
10. The use of Pebbles or Seabirds Chalet on South Shore Holiday Village and all the facilities is entirely at your own risk. The proprietors accept no responsibility for any loss, damage or injury to you or your party or your vehicles. Visitors are responsible for their personal possessions at all times.
11. It is a site rule that BBQ's are not allowed
12. One well behaved dog (2 possible by prior agreement) is welcome in the chalet and stays free of charge but must not be left alone. Dogs must be always kept under control and are not allowed in the bedrooms or on beds or furniture. We advise you to bring your own bedding and bowls for your pet. Any damage caused must be notified immediately. **Please note you must clean up after your dog and use the dog bins provided. Dogs must be always kept on a lead while on site.**
13. We advise all visitors to ensure they have appropriate holiday insurance.
14. For the convenience of our guests, we operate a no smoking policy. This applies both within the chalet and on the wooden veranda. We reserve the right to charge an additional cleaning cost of £50 if anyone has been found to be in breach of this policy.



15. Any breach of these regulations may result in the termination of your holiday tenancy.
16. Complaints - If you are unhappy with any aspect of your accommodation, please notify me immediately (telephone or email). Any complaints must be made within **24 hours- this gives me a chance to take any necessary action**. I will endeavour to rectify the problem as soon as possible to ensure the continued enjoyment of your holiday. If anything is found to be damaged or not up to our standard on arrival, then we must be notified immediately and will require photographic evidence of the issue upon arrival and not at the end of your stay. Any problems not reported within the quoted timescales or not following this procedure cannot be addressed later.
17. The person booking agrees to take responsibility for all parties occupying the property.
18. Every effort has been taken to ensure the accuracy of the description of the property, but the owner cannot accept liability for problems outside their reasonable control such as breakdown of domestic appliances, plumbing etc although every effort will be made to rectify problems as soon as they are reported.
19. GDPR - In accordance with the Data protection regulations of 2018, we will store minimum data required to process and administer your booking. We will also save your contact information to allow us to let you know of future offers. Please let us know if you do not want us to retain your information after your stay.

We hope you have a very happy stay at Pebbles or Seabirds and that you will visit us again.

