

## **Booking Conditions**

**Pillar House**

The owners of Pillar House manage lettings for Pillar House through their partnership: The Still Point.

Reservations are accepted subject to availability and are normally held for 48 hours. Payment must be made within this time to confirm the Booking. If payment is not received within the time stated, the reservation will be cancelled without notice to the client.

Bookings can be confirmed by payment of one-third of the total rent if the Booking is made more than 60 days before the start of the holiday. If the booking is made less than 60 days before commencement of the holiday, the full Rent is due at the time of booking. A Booking Form from the Still Point, downloadable from the Pillar House website or sent by email at the time of reservation, must be submitted with the payment cheque. Cheques should be made payable to 'The Still Point'.

The Still Point reserves the right to refuse to accept a Booking and, in this event, all fees paid will be immediately refundable.

Once the Booking is received and accepted by The Still Point, the Clients are liable for payment of the Balance of the Rent 60 days before the start of the holiday. Non-payment by the due date will be treated as cancellation and The Still Point may re-let the property without reference to the Client who remains liable for payment of the full amount.

If the booking is made less than 14 days before commencement of the holiday, the full rent is due in cash at the time of arrival.

In the event of cancellation, the Client remains liable for payment of the full amount. If cancellation is the result of bereavement or illness, appropriate documentation should be forwarded to The Still Point. Any refund will be at the discretion of the owners.

Acceptance of a Booking by The Still Point confers upon the Clients the right to occupy the property within the meaning of Section 9 of the Rents Act 1977.

Under no circumstances may people or pets other than those specified on the Booking Form occupy the property. The Client agrees to take good care of the property and will be responsible for the full cost of any damages or breakages or any exceptional cleaning. The Client will leave the property and its contents in a clean and tidy condition prior to vacating the property. The Client will not cause any annoyance or become a nuisance to tenants or occupants of adjoining premises.

Lettings commence at 4.00 p.m. on the first day of the tenancy and end at 11.00 a.m. on the day of departure unless notified otherwise. The Client should be aware that, where a booking is for two weeks or more, the property is cleaned and bed-linen and towels changed on each Saturday between 11.00 a.m. and 4.00 p.m.

If, for any reason, beyond the owner's control, the property is not available on the date booked, all rent paid in advance to The Still Point will be refunded in full. Any further claim against The Still point shall be limited to expenses actually incurred by the Client prior to the date of cancellation of the holiday.

The Still point reserves the right to reasonable access to the property by the owners or their staff.

In the event of any complaint, the Client must immediately notify the owner so that an on-the-spot investigation can be made during the tenancy. In no circumstances will compensation be made or correspondence entered into in connection with complaints raised after the property has been vacated.

The Still Point reserves the right to amend prices quoted on the website due to errors and/or omissions.

If there shall be a breach of any of these conditions the owners may re-enter the property and terminate the tenancy without prejudice to other rights and remedies of the Landlord. The Contract is deemed to have been made at The Still point, Pillar House, Dunn Street, Boscastle, Cornwall, and the proper law of Contract is English.

The person who signs the Booking Form certifies that he or she is authorised to agree to the Conditions of Booking on behalf of all persons included on the Booking Form, including those substituted or added at a later date. The signatory and/or the Client must be a member of the party occupying the property.

In case of any discrepancies between these Booking Conditions and the other contents of the website, these conditions shall prevail.

All Prices Quoted are in GB Pounds.