

Terms & Conditions

For **1 Yannon Towers, Teignmouth, Devon, TQ14 9UE**

Bookings

1. The payment of a 25% booking deposit and booking form constitutes an acceptance of our Terms and Conditions and that you have entered into a legal contract with the Owners of 1 Yannon Towers
2. The booking period is as confirmed in booking email and/or booking form
3. 1 Yannon Towers is available for occupation after 3 pm on the first day of your holiday and must be vacated by 10.00 am promptly on the day of departure.

Occupancy

4. No-one other than those named on the booking form may sleep at 1 Yannon Towers. Additional daytime only guests are only allowed with prior written permission from the owners. If this is not sought and additional guests are found to be at the property all guests may be required to leave, forfeiting any monies paid. The number of people staying overnight in the property must not exceed ten.
5. Groups with everyone under 25 years of age are only allowed with priory written permission from the owners.
6. Parking is available on site for a maximum of 4 cars only. See ground plan for parking places
7. Pets must be disclosed on our booking form and only those pets may be brought onto the property. A maximum of 2 dogs are allowed unless previously agreed in writing with the owners and should be a minimum of 6 months old at the time of your holiday. No dangerous breeds allowed.

Conditions of hire

8. You must keep the property clean and in good order and you will be responsible for any breakages. Please report breakages, damage or other problems as soon as they occur. We cannot rectify issues that are not reported to us immediately.
9. Any damage or any extra cleaning required if the property is left dirty will be charged against your security/damages deposit. In the unlikely event of damage exceeding your damages/security deposit, you will still be liable.
10. Dogs are only allowed on the beds with the guests own bedlinen. Please let us know in advance if this is required. If Yannon Tower's bedlinen is used and found to be covered in dog hairs, you will be charged for replacements
11. We will charge for any damage caused by your dogs.
12. We reserve the right to take appropriate legal action to recover any costs if payment is not made on request. Should the cost of rectifying or replacing any damaged items or property exceed £150 you are liable for that cost.
13. If you commit a serious breach of our terms and conditions we have the right to terminate your booking and if you are already at the property we may require you to leave,

forfeiting any monies paid.

14. If we are concerned that guests are breaching our terms and conditions our Housekeeper, ourselves or our representative has the right to enter and inspect the property at any time.

15. 1 Yannon Towers is a non-smoking non –vaping property.

16. Unlimited internet is provided free of charge. Whilst every effort is made to ensure continuity of service, we cannot be held responsible for disconnection due to the internet provider or other maintenance or MBORC (Matters Beyond Our Reasonable Control.)

Housekeeping Deposit

17. A deposit of £150 is required at the time of paying for the holiday rental. We reserve the right to charge for all repairs, losses or replacements necessitated by the negligent act or omission caused by any of your party or guests.

This deposit is to be used, if necessary, for the following :--

- i. To cover any purchases incurred on your behalf.
- ii. Towards the costs of any repair and/or replacement of any property or household items due to accidental damage, loss, spillage or breakages occurring during your stay
- iii. Any extra cleaning costs, at the discretion of the Housekeeper, that are necessary over and above the anticipated routine change-over cleaning.
- iv. Higher occupancy than agreed on booking.

18. Your security/damages deposit will be refunded to you promptly within 14 days of the end of your holiday following a positive inspection by ourselves or the Housekeepers.

Cancellation

19. In the case of you cancelling your holiday, your Booking Deposit is non-refundable, however if your booking is re-let we will refund any deposit paid minus any extra discounts given, plus a £100 administration charge.

20. Once dates of a booking have been confirmed to you in writing or by email they can only be changed with our agreement and may incur an administration charge.

21. Your final payment plus damages/security deposit is due 8 weeks before the start of your holiday. We will send you a reminder email a week before your balance is payable and a final reminder on the due date. If payment is not made by the due date or you do not contact us, your holiday dates will be re-advertised as a cancellation.

22. We strongly advise you to take out holiday insurance to cover the possibility of cancellation.

23. If a booking is cancelled after final payment we will endeavour to re-let. If it is re- let, we will refund you in full minus any extra discounts given, plus a £100.00 administration. If we are unable to re-let we will refund only the housekeeping cost for that period.

24. We cannot offer refunds if guests can not complete their stay for whatever reason unless the property becomes unavailable for reasons beyond our control; early departure does not warrant a rental decrease.

25. We may cancel bookings if the property becomes unavailable for reasons beyond our reasonable control including, but not limited to: flooding, fire, significant damage, failure of

utility services or weather damage. In this event we will refund in full any sums you have paid.

Liability for Loss Damage or Injury

26. The lead person on the booking form undertakes to indemnify the Owners of 1 Yannon Towers against any loss, damage or injury sustained to the property or persons as a result of any breach of these conditions or arising from the fault of you or any member of your party

27. The Owners of 1 Yannon Towers take no responsibility for loss, damage or injury to you or any of your party as a consequence of this Agreement or the occupancy following thereon, as far as the law allows. No responsibility can be taken for personal property and vehicles which are left at the Hirer's own risk.

Access to potentially dangerous areas

28. The shed and tower doors are locked to protect guests, particularly children, from potentially dangerous areas and equipment. Keys and combinations are available and it is the responsibility of the lead hirer named on the booking form to allow access. Access to these areas and use of equipment therein is at your own risk and the owners accept no responsibility whatsoever for any damage or injury caused.

Right of Access

29. The Owners of Yannon Towers, their Housekeeper, their Agent, or whomsoever the Owners direct, reserve the right to enter the property at any reasonable time for all reasonable purposes.

30. The Owners reserve the right to refuse entry to anyone, who in the judgement of the Housekeeper is not suitable to take charge of the property. In any such a case The Owners reserve the right to void the contract and any refund would be at their discretion.

31. The Owners reserve the right to terminate the contract at any time and demand the immediate removal of any persons not complying with the conditions of hire, or for unreasonable behaviour, causing offence, damage to property, or conducting themselves in a manner detrimental to personnel or property. In any such a case The Owners reserve the right to void the contract and any refund would be at their discretion.

Accuracy and amendment of information

32. All advertising material is as accurate as possible but cannot be guaranteed, nor do any descriptions form any contract.

33. 1 Yannon Towers reserves the right to alter or improve any terms and conditions, prices, brochures or website without notice

34. 1 Yannon Towers reserves the right to decline a booking or impose additional security deposit fees.

35. Force Majeure. We cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, livestock, epidemics, acts of any

government, or public authority, changes imposed by re-scheduling of airlines, ferries or any event outside our control.

COVID-19 / Illness

Please note we will only refund or transfer dates if we are forced to close by the Government and your booked dates are within the dates during which we are closed. Once we are open no refunds will be given for your disinclination to travel for whatever reason – including personal shielding, symptoms of Covid, etc. .

Please ensure that you follow all Government Guidance on travel if you are unwell before arrival. We cannot accept guests isolating at our property. If a guest becomes unwell during their stay we ask that they return to their main residence in line with guidance. Please inform us if anyone in the party becomes unwell or has a positive test for Covid-19 as this will affect cleaning protocols.

We cannot offer refunds if guests can not complete their stay, early departure does not warrant a rental decrease.

If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport) their circumstances should be discussed with an appropriate health care professional and if necessary the Local Authority. Guests should follow Government Guidance on dealing with possible or confirmed Coronavirus infection. If they are too unwell to travel they will be liable for all the rental for additional time spent at 1 Yannon Towers and the costs of any subsequent cancellations incurred.

We urge guests to ensure they have adequate Travel Insurance.

1 Yannon Towers`
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