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1.	Definitions
1.1	'You' / 'Yours' refers to the person making the booking.
1.2	'Property' refers to 3, Headland Apartments, Coverack, Cornwall, TR12 6SB - known as "Tideswell"
1.3	'Owner' refers to the legal owners of the Property: G&M Jacobs
	Telephone: +44 (0) 7747 008368 E-mail: tideswell.coverack@gmail.com Website: www.coverack-tideswell.co.uk
2.	Contract and Booking
2.1	You must be at least 18 years of age and must provide the Owner with your home address, mobile telephone number and e-mail address.
	You must also provide the names of the people who are to stay at the Property. The number of people occupying the Property is limited to five (5). The Owner reserves the right to terminate the letting and request that you leave the Property if this clause is not adhered to; no refund will be granted.
2.2	The Owner reserves the right to refuse a Let or grant access to the Property to any person deemed by the Owner to be unsuitable.
2.3	You agree to take full responsibility for ensuring that all members of your party adhere to these Conditions of Letting.
2.4	A contract between You and the Owner will come into existence when the Owner provides you with written confirmation of booking for the dates of your letting of the Property. The contract is under English Law. Your payment of the deposit for your stay confirms your acceptance.
2.5	Any dispute, claim or other matter which may arise in relation to your booking that cannot be resolved between You and the Owner will be governed by English law and you agree that any dispute will be dealt with exclusively by the courts of England and Wales.
2.6	This agreement is made on the basis that the Property is to be occupied by You and your party for a holiday (as mentioned in the Housing Act 1988 Schedule 1 paragraph 9) and that you acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
2.7	You may not sub-let the Property under any circumstances, even if no fee is involved. The Owner reserves the right to terminate the letting and request that you leave the Property if this clause is not adhered to; no refund will be granted.
2.8	Any pets You intend to take with You should be declared at the time of booking. The Owner reserves the right to refuse a Let or grant access to the Property if any pet is deemed by the Owner to be unsuitable.
2.9	No bookings are valid until confirmed by the Owner in writing. If You have to cancel your booking, Section 6 of these terms will apply.
	Whilst the Owner is under no obligation to do so, in certain circumstances and with the agreement of the Owner, minor amendments to a booking may be considered. In these circumstances the Owner reserves the right to levy a charge equivalent to one half-day (0.5) of the Let
2.10	You are strongly advised to have comprehensive travel insurance.
3.	Payment
3.1	You are required to pay a 25% deposit to secure the reservation at the time of booking.
3.2	The 75% balance plus any charges for pets is payable six (6) weeks before the start of the Let.
3.3	Where a booking is made within six (6) weeks before the start of the Let the full Letting charge is to be paid at the time of booking.
3.4	Payments are to be made via on-line banking / bank transfer. The Owner will advise You of the requisite details.
3.5	Failure to pay the balance of Letting charges by the due date may result in the Owner treating the Property as available for re-booking and your reservation being cancelled; the deposit being retained by the Owner.

8.	Pets
8.1	<i>Up to two, well-behaved dogs are allowed to stay at the Property; there is an additional charge per dog, for each week. You will be informed of the charges at the time of booking. There is no charge for Registered Assistance dogs.</i>
8.2	<i>Dogs must be kept under strict control at all times while in or at the Property and the Headland grounds. You are solely responsible for ensuring your pets do not cause a nuisance to other people at the Headland estate.</i>
8.3	<i>Dogs are not allowed on beds or furniture at the Property; You must provide suitable bedding and towels for your pets.</i>
8.4	<i>Pet waste must be bagged and put in the bins located in the grounds for this purpose; any fouling must be cleared up without delay.</i>
8.5	<i>Dogs must not be left without human adult supervision in or at the Property at any time.</i>
8.6	<i>You must ensure your pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges.</i>
8.7	<i>You must notify the Owner of any damage caused by your pets. The Owner reserves the right to charge you for any repair and replacement costs that may be incurred.</i>
8.8	<i>You should endeavour to remove pet hair from the Property prior to your departure; the Owner reserves the right to charge You for any special cleaning required.</i>
8.9	<i>The Owner cannot accept responsibility should any guest suffer from an allergy to dogs.</i>
9	Owner Access
9.1	<i>The Owner or their local representative shall be allowed access to the Property at any reasonable time during your occupancy.</i>
10.	Information relating to the Property
10.1	<i>The information relating to the Property on the proprietary Website www.coverack-tideswell.co.uk, is accurate at the time it was created. You accept that minor differences between text or images may arise and that features and facilities at the Property may be changed or removed.</i>
10.2	<i>The Owner cannot accept responsibility should the Property not conform exactly to your expectations. If a feature or facility is particularly important to You, please check with the Owner prior to confirming your booking.</i>
11.	Complaints procedure
11.1	<i>In the event of there being cause for complaint concerning the Property, the matter shall be taken up with the Owner or the Owner's local representative. The local representative's contact details will be provided at the time You are issued with the access details to the Property prior to your stay.</i>
11.2	<i>It is important that complaints are raised whilst you are still at the Property so that an on-the-spot investigation may be made if appropriate and remedial action taken where required.</i>
11.3	<i>In no circumstances will compensation be considered for complaints raised after your stay has ended or if You have denied the Owner or their local representative the opportunity of investigating the complaint and endeavouring to remedy matters during your stay.</i>
11.4	<i>A regular Portable Appliance Test is performed by a suitably qualified electrician. The Owner shall not be liable for any defect or malfunction of any equipment or appliance within the Property during your stay. The Owner will endeavour to resolve these brought to their attention but cannot guarantee that a solution will be effective during your stay.</i>

12.	Security
12.1	You will be provided with 2 (two) sets of keys to the Property for your stay. One set will be in the key-safe in the main entrance porch, the other will be on the key-rack in the hallway of the Property.
12.2	The access codes to the key-safe and main entrance will be provided to You by the Owner a week prior to your stay. You agree to not divulge the security access codes to the Property or to give the keys to the Property to anyone other than trusted members of your party.
12.3	In the event that any keys issued are not returned at the end of your stay, the cost of replacement will be charged to You.
12.4	During your stay You must ensure that all doors and windows are securely closed when you are away from the Property.
13.	Arrival and Departure
13.1	You may occupy the Property from 16.00 (4 p.m.) on the first day of your letting unless alternative arrangements have previously been agreed with the Owner. Access and key details will be provided prior to your stay.
13.2	You must vacate the Property by 10.00 (10 a.m.) on the day of departure unless alternative arrangements have previously been agreed with the Owner. All used bed linen and towels should be put in the laundry bag provided. All keys to the Property must be left as advised prior to your stay. Windows must be closed, and external doors securely locked. You should ensure that all your possessions are removed from the Property. The Property should be left in a clean and tidy state. Breakages and damage must be reported on the form provided.
14	Electric Vehicle Charging
14.1	We currently do not have on-site charging facilities at Coverack Headland. You must therefore make your own arrangements for EV charging.
14.2	An EV is deemed to be any vehicle or conveyance that uses electric motors, either fully or partially, as its fuel source to drive its wheels. It derives some or all of its power from rechargeable batteries which require connection to an electricity supply for charging.
14.3	Although many EVs are supplied with a domestic charger, these are <u>not permitted</u> at the Property as they invalidate the buildings Insurance whether directly connected to a power socket or via an extension cable.
14.4	You are solely liable for any damage to the Property or loss suffered by the Owner as a result of your unauthorised use of a domestic charger connected to a power socket within the Property or the main building either directly or via an extension cable. For the avoidance of doubt: The use of domestic chargers is strictly forbidden.
14.5	The closest charge points to the Property are approximately 11 miles from the Property at Tesco (Clodgey Lane, Helston TR13 8PJ) and Sainsburys (Clodgey Lane, Helston TR13 8BN).
15.	Subscription Streaming Services
15.1	You may access your personal subscription streaming services whilst at the Property.
15.2	You are responsible for controlling access to your party's account(s) which if installed by Your party on Tideswell compatible devices should be removed on Your departure.
15.3	The Owner is not responsible for any costs incurred relating to services obtained through Your account(s).
16.	Privacy and Data Protection
16.1	The Owner confirms compliance with the UK Data Protection Act 2018 regarding any data You provide
16.2	The Privacy Policy can be viewed on the Property's website : www.coverack-tideswell.co.uk or a copy obtained from the Owner
16.3	The Owner is registered at the UK Information Commissioners Office : reference ZB344924