

## **Booking conditions and terms of stay**

**In these booking conditions, ‘you’ and ‘your’ means all people named on the booking form and in the holiday party. ‘We’, ‘us’ and ‘our’ means Gill and Brian Cocker, owners of Laxey Harbour Chalet.**

When you book Laxey Harbour Chalet directly with us – whether online, by phone/email, or via Visit IOM – you enter into a contract directly with the property owners.

### **1. Making your booking**

The person making the booking must be at least 18 years old.

We form a contract only when:

- you submit a completed booking,
- we receive the required payment, and
- we confirm your booking by email.

We may refuse a booking at our discretion before sending confirmation. If this happens, we will notify you and refund any money paid in full. In these circumstances, we have no further liability.

### **2. Payment**

You must pay a deposit of £200 per week at the time of booking. If we cannot accept your booking, we will refund this amount in full.

You must pay the remaining balance no later than six weeks before arrival (eight weeks for TT and the Festival of Motorcycling). If you book within six weeks of arrival, you must pay the full amount at the time of booking.

If you do not pay the balance by the due date, we will treat this as a cancellation and retain the deposit.

### **3. Cancellation by you**

If you cancel your booking, the deposit remains non-refundable.

If you cancel within 41 days of arrival, you remain liable for the full cost of the stay unless we successfully re-let the property. If we re-let, we will refund the re-letting price achieved, less your deposit.

We strongly recommend that you take out suitable travel insurance to cover cancellation and your stay.

If you need to move your booking, you may request alternative dates. If you make this request at least six weeks before arrival, we will do our best to accommodate it and transfer your deposit to the new booking.

### **4. Cancellation by us**

We do not expect to cancel your booking. However, if exceptional circumstances arise (for example, urgent repairs), we will try to make an alternative booking at another property. If this is not possible, we will refund all monies paid. This refund will be our sole liability.

### **5. Force majeure – events beyond our control**

If events beyond our reasonable control (including fire, flood, extreme weather, war or acts of terrorism) make the property unavailable or unsuitable, we will refund all monies paid. We will not pay any further compensation.

### **6. Our responsibilities**

We do not accept responsibility for noise or disturbance originating outside the property or beyond our control. If we are aware of an issue before your arrival, we will let you know.

We do not accept responsibility for equipment breakdowns or failures of public utilities. If a problem arises during your stay, we will make reasonable efforts to resolve it promptly. If repairs are required, we may allow contractors access to the property.

### **7. Liability**

You stay at the property at your own risk. We do not accept liability for loss, damage or injury to guests, visitors or their belongings, including vehicles.

Any liability we may have is limited to the amount you paid for your booking. We do not accept liability for consequential loss.

You are responsible for your own safety and that of any children in your party. You use any equipment or amenities provided at your own risk.

## **8. Arrival and departure**

You may arrive from 4.00 pm on the first day of your booking. You must depart by 10.00 am on the final day so we can prepare the chalet for the next guests.

## **9. Care of the property**

You agree to look after the property and leave it in a similar condition to that found on arrival. We don't want you to spend the last day of your holiday cleaning, just leave the chalet as tidy as when you arrived so we have time to make sure it's just as clean for the next guests.

You must not use the property for illegal or commercial purposes, including sub-letting. Only guests named on the booking may stay.

Please show consideration to neighbours, particularly with noise, parking and shared access.

If we reasonably believe that damage is occurring or likely to occur, or that illegal behaviour is taking place, we may refuse entry or require you to leave. We will treat this as a cancellation by you.

We do not take a damage deposit. By booking, you accept responsibility for any damage caused by you or your party and agree to pay any associated costs, including additional cleaning. We understand that minor breakages happen, but please report them before departure.

The chalet is strictly non-smoking. If we find evidence of smoking inside, we will charge £50 to cover additional cleaning.

## **Pets (dogs)**

We allow dogs only by prior arrangement. By bringing a dog, you agree to the following conditions:

- Do not allow dogs on the beds.
- We provide throws to cover soft furnishings if your dog is likely to jump up – please use these, as this helps us ensure sofas can be cleaned thoroughly between guests.
- Do not leave dogs unattended in the chalet unless secured in a crate.
- Clean up any fouling immediately, including on the deck or garden.
- Always pick up after your dog outdoors.

These rules help us maintain high standards of cleanliness and to continue welcoming dogs.

## **10. Right of entry**

We reserve the right to enter the property at reasonable times for inspection, maintenance or repairs.

## **11. Termination of stay**

If you or your party cause a nuisance or fail to comply with these terms, we may terminate your stay without refund.

## **12. Complaints**

Above all, we want you to have a wonderful time at Laxey Harbour Chalet. If for any reason you have a complaint, please let us know as soon as you can so that we can do something about it and put things right.

## **13. Communication and data protection**

We use your personal information only to manage your booking and communicate with you. With your consent, we may send occasional information about Laxey Harbour Chalet or the Isle of Man. You may unsubscribe at any time. We do not share your information with third parties except where necessary to provide services related to your stay.