

Terms and Conditions

When a booking is confirmed with us, you are entering into a legally binding contract that binds both you and us in various ways. The obligations we have towards each other are designed with fairness and safety in mind and are set out as follows. Please read these carefully.

By booking with us, you confirm that you and everyone in your group accept these Terms and Conditions and will comply with them. Our properties have a strictly no smoking policy. For the enjoyment of all our guests, we do not allow pets.

Occupancy – Our properties are let on the basis of self-catering with occupancy for a maximum of 8 guests in Marmoris, 8 guests in Kilrenny Mill Farmhouse and 4 guests in Byreman's Cottage. Under no circumstances may any persons other than members of your group use the facilities of our properties, unless prior written consent has been obtained by us. We reserve the right to refuse admittance if this condition is not observed. Any over-occupancy is considered to be a serious infringement of the Terms and Conditions and can result in an immediate requirement to vacate the premises, with no refund of monies due.

Availability – The booking is made by you on the understanding that we will make the accommodation available to you on the dates stated. Should this not be possible due to events beyond our control we will offer you alternative dates or refund all payments. You will have no other claim against us.

Problems – We have made every effort to ensure you have everything you need for a comfortable and relaxing home from home. If we may have forgotten to add anything or if you or anyone in your group may need any specific adjustments to make your stay more comfortable, please inform us immediately so we can put things right. We cannot consider compensation for problems raised after your departure if you have not offered us the opportunity to rectify any oversight.

Responsibility – The signatory to the booking accepts liability for the behaviour of all members of the group and for ensuring the Terms and Conditions are adhered to. You must not use our properties for any dangerous, nuisance, offensive, excessively noisy, illegal or immoral activities. Any such behaviour we consider to be non-compliant can result in an immediate requirement to vacate the premises and in this instance we have the right to terminate the contract immediately, with no refund or monies due.

NO SMOKING – We have a very strict no smoking policy inside our properties. You **MUST** leave the premises to smoke outside and dispose of cigarette butts in the sand buckets provided in the garden. Smoking inside of our properties will result in immediate termination of occupancy.

Cars and Parking – Please adhere to speed limit restrictions on our holiday park. Private parking spaces are available. Electric vehicle charging is also available on request.

Noise Levels – Please respect the privacy of residents on our holiday park, all of our holiday homes are privately owned by our patrons. We appreciate and respectfully request that consideration is given to those nearby and that noise is kept to a minimum between the hours of 23:00-07:00 and when entering or leaving the properties.

Linen – Our beds are all made up with expensive, high quality linen, please treat this linen with care. We have provided face cloths for make-up removal. If you require spare linen for any reason or extra towels please get in touch so we can arrange this for you.

Waste and Recycling – Please make use of the holiday park recycling bins located at the side of Marmoris. Disposal bins for plastic, paper and general waste are located in the cupboards under the kitchen sink areas and replacement bin liners are provided.

Cleaning – Our properties are let on a self-catering basis and we would appreciate that you leave the property in as similar state as when you enter. Cleaning equipment, cloths and dishtowels are provided.

Personal Items – Please take all necessary steps to safeguard your own personal property. We do not accept liability for the loss or damage to personal property of guests occupying our properties. Vehicles, their contents and accessories are left at your own risk. Please make certain ALL doors and windows are closed and locked whenever you leave. We cannot be held responsible for any accidents, break-ins or theft within the property during your stay.

Contents – Our properties are inspected prior to your arrival and will also be given an inspection at the end of your stay. For the duration of your stay with us, you are responsible for the property and are expected to take all reasonable precautions and care of the contents inside and outside of the property. This includes furniture, fittings, pictures and effects. If you admire any items within our properties and would like to know where we purchased anything, please ask us and we are more than happy to let you know where we bought them from. Please do not remove any items for any reason.

Arrival and Departure – Our property will be ready for you from 4pm on the day you arrive. Please call in to the reception area of the holiday park on arrival where we will hand over the keys, you may leave luggage with us earlier on the day if you wish. We request you to vacate the property by 11am on the day of your departure and return keys to the reception area. There is a £25 charge for replacement keys. If you wish to leave luggage, we can arrange this for you to collect later.

Payment – A 50% deposit is payable at the time of booking with the remaining balance to be paid 6 weeks prior to arrival. Full payment is required for bookings made less than 42 days in advance. We reserve the right to cancel your reservation without refunding your deposit if we do not receive the full balance within the specified time.

Cancellation – In the event of you having to cancel your booking, you are required to notify us as soon as possible. 100% of prepayments made are refundable when cancellation is made 42 days before arrival or earlier. Cancellations made after this period are non-refundable. No security deposit will be taken.

Limitation of Liability – We cannot accept liability for any injury, loss or damage, consequential or otherwise suffered by you or other members of your group, unless there was wilful default by us, or unless personal injury or death was caused by our negligence.

Disclosure – Your failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of booking without a refund.



KILRENNY MILL
COASTAL ESCAPES