

The Hilltop Booking Terms & Conditions

Bookings are made and accepted only on the following conditions:

1. Contract and Booking

1. In all circumstances, the Contract of Letting is between the guest ("the Guest") and the Owner. The "Owner" is defined as the Trustees of The Hilltop, or individual representative thereof. The "Property" refers to The Hilltop
2. This agreement is made on the basis that the property ("the Property") is to be occupied by the holidaymakers for a holiday (as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 or similar legislation in other jurisdictions) and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.
3. Bookings cannot be accepted from persons under 18 years of age. Group bookings of single sex parties are not allowed unless special arrangements are made with the Owner (safety deposits may be required). Any pets you intend to take with you should be declared at the time of booking and checked and authorised via the Owner (where requested).
4. No bookings are valid until confirmed by the Owner in writing
5. Once a booking is confirmed it is only subject to change with special agreement between the Guest and Owner. If you choose to cancel see section 8 for details of the terms that would apply.

2. Deposit

1. A deposit of the cost of one night of the holiday ("Deposit") must be paid upon acceptance of the booking request. The Deposit is non-refundable unless the Owner is unable to accept the booking, and as specified below.

3. Insurance

1. It is recommended that Holiday Insurance is taken out

4. Balance Payment

1. Once a booking is confirmed by the Owner, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 2 weeks before the booking is due to commence.
2. The Owner reserves the right to re-let any holiday where any monies due are more than 7 days in arrears, whereupon any monies paid by the Guest over and above any non-refundable Deposit will be refunded. However, if the Owner is unable to re-let the holiday the Guest will remain liable for the outstanding balance of the cost of the holiday, and the Deposit

5. Owner's responsibilities

1. The Owner is solely responsible for providing reasonable and safe accommodation for all Guests and/or his/her invitees (jointly known as "the Holidaymakers").

6. Holidaymakers' responsibilities and forfeiture

1. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in, on or at the Property in the same state of repair as at the commencement of the holiday and shall leave the Property in the same state of cleanliness and general order in which it was found.
2. The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy. The Owner reserves the right to make a reasonable charge where guests have contravened an Owner's request for their Property to be smoke-free.
3. The Holidaymakers' right to occupy the Property may be forfeited without compensation if:
 1. More people or pets than declared to the Owner at the time of booking or before the commencement of the holiday and/or the number the Property holds, attempt to take up occupation;
 2. Overnight guests are entertained without the Owner's express permission;
 3. Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance; or
 4. Any of the Holidaymakers smoke in or at the Property.
4. The Holidaymaker must not divulge to any other party any access codes to the Property.

7. Unavailability of Property

1. In the event of the Property becoming unavailable (such as due to fire, flooding or public health restrictions directed by government), the Owner will refund all monies paid, or a proportion in the case of curtailment.

8. Cancellations

1. In the event of cancellation, Guests may be due a partial refund which is dependent on when notice of cancellation is given to us before the holiday start date. The refund is calculated as follows:
 - 14 days or less notice – No refund due
 - 15 days or more, full refund, less deposit due

If a refund is due it will be paid within 10 working days of cancellation.

9. Covid 19

1. It is the responsibility of Guests to check the current local and national restrictions both at the time of booking and arrival.
2. Guests are asked to bring their own bedlinen, towels, tea towels to minimise the risk of possible contagion.
3. Check-in is from 3pm on the day of arrival and check-out is at 10am on the day of departure to allow our cleaners to undertake a thorough clean of the property in preparation for the next guests.

10. Pets

1. Up to two well-behaved dogs are allowed under the following conditions.

2. Young dogs (e.g. puppies) must be declared to the Owners at the time of Booking and authorised by the Owner.
3. The following dog terms apply:
 1. Dogs must be under strict control at all times while in or at the Property.
 2. Any fouling must be cleared up without delay.
 3. The dog owner must bring the dog's bed or basket for sleeping in.
 4. Dogs must not be left alone in or at the Property or elsewhere at any time.
 5. Dogs must not lie on beds or furnishings, and hair must be cleared up before departing. Any mess made by pets must be fully cleaned before departure.
 6. Dog owners must ensure that their pets are free from parasites and fleas before they occupy the Property. Failure to do so may incur subsequent charges.
 7. You will be liable for any damage caused by your and any Holidaymakers' dogs. Any damage is to be reported to the Owner immediately. Any additional cleaning required, that may incur an additional charge, will be at the Owner's discretion.
4. Pets other than dogs may be allowed at the Owner's discretion; the Owner has the right to refuse to allow Holidaymakers to enter or stay in the Property or ask Holidaymakers to leave the Property before the end of the holiday period if prior approval has not been given. Additional charges and terms may apply.

11. Owner's access to Property

1. The Owner or their representative, including the Agency, shall be allowed access to the Property at any reasonable time during any holiday occupancy.

12. VAT and IPT

1. All prices quoted include VAT and Insurance Premium Tax where applicable at current rates.

13. Complaints procedure

1. In the event of there being cause for complaint concerning the Property, the matter shall be taken up with the Owner. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary and remedial action taken if required.

14. Literature

1. We have compiled the information at the Property and on our Website as accurately as possible at the time of going to press.

15. Communication with you and data

1. We collect personal data to process your booking(s) and manage your account. We will not share your data with anyone else

The Booking Conditions will apply to all confirmed bookings.

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