**BOOKING CONDITIONS FOR SLOPES, GILLAN**

Address: Slopes, Gillan, Nr. Manaccan, Cornwall TR12 6HJ

slopes.gillan@btinternet.com

Telephone: 01326 231517

Owners: Carol and Rex: 01799 599674 [Home], 07790 939979 [Carol], 07973 623876 [Rex]

**Prices**

The prices quoted are per week. The price includes heating, electricity, WiFi, bed linen and one towel per guest. There is an honesty box for the telephone, which costs 20p per minute. Bookings are made on a weekly basis with arrival at 1500 on a Saturday and departures at 1000 on the final day, usually a Saturday.

Unless previously agreed with us, please do not arrive early or leave late as this makes it difficult for the cleaners and anyone who may be doing maintenance work on or at the property.

For out of season bookings, we are happy to discuss arrival and departure times and dates.

We also require a refundable damage deposit of £250.00. All breakages and any damage to the property and its contents must be paid for. We reserve the right to charge for the rubbish bin to be cleared and cleaned.

Despite the temptation for them to want to do so, please do not let children take the drystone walls apart as they are a nightmare to rebuild.

There will be an extra charge for any additional cleaning of the property if it is not left in a satisfactory condition. To avoid any difficulties in this regard, we ask that you please leave the property, in particular the oven, in the same condition as you found it in.

Can we please request that you are honest if you charge an electrical vehicle. If you do so, then please pay for it. There is a smart metre in the utility room.

**General**

Please let us know how many people will be staying in the property, to include ages. We are only insured for 8. The house is best suited to parties of no more than 4 adults and 2 children. The house is only to be used by those who have been registered with us. No subletting is permitted.

We do not charge a booking fee.

We do not accept bookings from stag or hen parties.

Tents must not be pitched in the garden.

In the unlikely event that the behaviour of any member of a party is prejudicial to the well being of other visitors or the property, then we reserve the right to repossess the property without notice.

Guests must not smoke or vape in the property. It is a no smoking zone. Smoke will also set the alarms off.

Please put the rubbish out as per the instructions in the house. Rubbish needs to be in black bin liners and recycling in green ones, which are provided, or it will not be taken. The cost of getting the bin cleared and cleaned is a minimum of £50.00. Bin day is now a Friday.

We do not take pets, whether staying with residents or visiting with friends, because we are not insured to do so.

We may need access to the property during your stay to carry out routine gardening, cleaning, window cleaning and essential maintenance. The gardener generally comes on a Thursday depending on the weather.

Guests are politely requested not to move furniture around either within or from room to room.

The photographs on the website may change from time to time and may not reflect the current decorative state of the property.

The personal effects, possessions and clothes of guests are not covered by our insurance. It may be covered by your home contents or travel insurance, which we recommend you take out.

All bookings and payments will be confirmed by email, which is our preferred method of communication.

**Payment**

We only accept payment by online banking. Our bank details will be provided once we have acknowledged a provisional booking. We ask that a deposit of one third of the holiday price is paid within 7 days of the provisional booking. If the payment is not received, then the provisional booking will be cancelled.

By paying the deposit, the person making the booking [“the primary guest”] acknowledges that they accept these terms and conditions and that they will pay the full cost of the holiday. The balance of the rent and the damage deposit is due 6 weeks before the start of the holiday. We will try to send you a reminder but pressure of work may mean that it does not always happen on time. Our failure to remind you does not mean that the funds are not due!

If the balancing payment is not made by the due date, then the primary guest will be deemed to have cancelled their booking. The deposit paid will be retained and the primary guest will remain liable to pay the balance of the rent due.

The full cost of the holiday and the damage deposit must be paid before the property is made available to the primary guest.

The damage deposit, subject to any deductions, will normally be repaid within 21 days of the end of a rental period. We aim to discuss and agree any deductions with the primary guest. You will also need to provide us with your bank details.

We recommend that those booking Slopes have suitable travel insurance in place. In our experience, most policies cover pre-paid holiday bookings in the UK.

**Cancellation**

If a booking is cancelled, the balance of the rent due is still payable six weeks before the start of the holiday. Once we have been informed that a booking has been cancelled, we will do our best to readvertise the property as soon as we can. If a new booking is made, then the primary guest will be repaid in full less any costs incurred by us in reletting the property. If the property is not relet, then the full costs of the holiday remain due.

**Non-Availability of Property**

If the property is not available for the booked holiday due to damage through fire, flooding etc then the primary guest will be refunded in full. We shall not be liable, however, for any further or consequential costs, claims or liabilities arising from the unavailability of the property.

**Departure**

We ensure that Slopes is thoroughly cleaned between each letting. As this is our home, can we please ask you to keep the property clean and tidy when you are staying. When you depart, we invite you to leave the property in the same condition as you found it in. Separate check out details can be found in the property but can we please request that all rubbish and recycling is put out before you leave. Thank you in advance for doing so.

Updated 31st October 2025