



Terms and Conditions for Golden Sunset Apartments

Bookings

Bookings can be made via the website at www.st.ivesholidayapartments.co.uk or by telephone. A non-refundable deposit of 25% is payable on booking with the balance payable six weeks prior to the arrival date. If your holiday begins less than six weeks from the time of booking, the full amount will be paid on booking. Confirmation of your booking will be sent in writing upon receipt of your 25% deposit in cleared funds.

Method of Payment

Payments can be made by credit or debit card or by cheque. There will be a fee of 2.5% if paying by credit card. We accept the following cards: Visa, Visa electron, Mastercard, Solo and Switch. Cheques should be made payable to Golden Sunset Apartments and sent to 13 Hellesvean, St.Ives, Cornwall, England, TR26 2HQ. Post dated or undated cheques are not acceptable. Any charges raised against Golden Sunset Apartments by their bank for handling dishonoured cheques, bank charges or any other payments will be passed onto you and you are liable to pay them within seven days of receipt of notification.

Damage deposit

Golden Sunset Apartments charge a damage deposit of £50 which must be paid in full with the balance. All bookings are accepted on the condition that the property is left clean and tidy and all breakages or any damage made by you or a member of your party will be paid for by the person who made the booking. The damage deposit less the cost of any damages will be returned to you within 2 weeks of your departure. If the damage total exceeds the £50 the hirer will be liable to pay anything extra. Where credit/debit cards details have been provided by the payee for payment of the deposit or balance Golden Sunset Apartments may debit the payee's credit card with the balance due.

Cancellation

Deposits are non-refundable. A booking can only be cancelled prior to the start of the letting. If you wish to cancel you must notify us in writing. Should you need to cancel with less than twenty-eight days to the date of the booking then you will be bound by this agreement to pay in full for that booking. Payment must be made regardless of whether or not you have paid in full for the booking at the time of cancellation. Where credit/debit cards details have been provided by the payee for payment of the deposit or balance Golden Sunset Apartments may debit the payee's credit card with the balance due. For this reason we would strongly recommend you take out holiday cancellation insurance.

Golden Sunset Apartments reserves the right to cancel a booking at any time up to and including the day of arrival, without responsibility and financial liability, in the event of any circumstances beyond our control. In the event of a termination we will refund in full any money paid to us by you and we shall have no further liability.

Children and pets

Golden Sunset Apartments are unable to accommodate children under 18 years or pets.

Arrival and departure

All lettings commence on Friday unless otherwise agreed with Golden Sunset Apartments. Accommodation will be available from 4:00pm on the start date of the booking and must be vacated by 10:00am on the finishing date. We provide a welcome pack for you on arrival. It is recommended that you read this as it contains information that you may need for your stay.

Non-smoking

Golden Sunset Apartments are totally non-smoking and this includes all rooms and balconies. Without prejudice to the aforementioned anyone disregarding this policy will be asked to leave without any refund of monies paid by you and any damage caused will be paid by the hirer.

Car parking

An off road parking space under the apartment is available at an additional cost of £42 per week or £6 per day. This is available from 4pm on the day of arrival and must be vacated by 10am on the day of departure. There is a height restriction of 2.1 metres. There is a fold down bollard in the middle of the parking space, the key for this will be collected with the apartment key. We advise you to put the bollard up when you leave the space at any time. We do not accept responsibility for any other car using the parking space during your stay if the bollard is left down.

We kindly ask that you park at least two feet away from the garage door and to park as close to the wall on the right (whilst looking at the building) to allow access to the front door.

Golden Sunset Apartments does not accept any responsibility for damage or theft of vehicles or their contents. Payment is due 6 weeks prior to the arrival date, or at the time of booking if your holiday begins less than 6 weeks from your arrival date.

Alternatively there is a car park directly opposite the property where weekly tickets are available and there are 6 other car parks in St.Ives

General points

Any problems with any appliance or fitting must be reported to the owners and we will make every effort to repair or make alternative arrangements within a reasonable time. Under no circumstances should any hirer attempt repairs to the property or its contents and if so they will be liable to pay for any damage caused due to invalidation of a guarantee.

Only the numbers of guests stated at the time of booking are allowed to stay at the property.

Golden Sunset Apartments reserve the right to refuse entry if this condition is not observed.

The hirer and other members of the party must not cause an annoyance or become a nuisance to occupants of the neighbouring properties. Golden Sunset Apartments reserve the right to

expel any occupier or visitor if this condition is not observed without a refund of any monies paid by you.

Golden Sunset Apartments reserve the right to enter a property at any time but will endeavour to do so at a time when convenient to the hirer.

A cleaning service is not provided during the letting unless the booking is over 1 week, in which case clean bedding will be provided.

Liability

Golden Sunset Apartments and its employees are not to be held responsible for the loss or damage of any valuables, money or property left on or around the premises at any time.

Golden Sunset Apartments will not accept responsibility for any injury or loss caused whilst in or around the property to any guests, members of their party. All guests and their visitors are required to take care especially on the stairs and balcony.