



TERMS & CONDITIONS

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

Bookings are subject to the following terms and conditions.

- A contract between you (“the Hirer”) and Retreat to Advance Limited (“the Operator”) for the hire of Molly’s Cottage, The Lhen, Andreas, Isle of Man, IM7 3EH (“the Cottage”) will come into existence when a completed booking form and deposit is received, and a booking confirmation is issued showing the confirmed holiday dates. The contract binds the Hirer & all the members of the Hirer’s party. It is the Hirer’s responsibility to ensure that all members accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking. *[Direct bookings only]*
- A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before the arrival date must be paid in full. *[Direct bookings only]*
- The balance must be paid no later than six weeks before the commencement of the holiday. If the balance is not received by the due date, then the holiday will be treated as a cancellation and the Hirer will remain liable to pay the balance of the cost of the holiday. *[Direct bookings only]*
- We understand that things happen which may mean the holiday has to be cancelled. All cancellations must be notified in writing. In the event of a cancellation more than 6 weeks before the holiday is due to start, the Operator will make every effort to re-let the property in which case only the deposit paid will be forfeited. However, if the Operator is unable to re-let or if the Hirer cancels the holiday less than 6 weeks before the holiday is due to start, then the full balance remains due and is not refundable. *[Direct bookings only]*
- If the booking is for the TT festival or the Manx Grand Prix and the event is cancelled by the Organisers of those events, then, where possible, the booking will be rolled forward to a future event, or where that is not possible, all fees paid will be refunded in full less £25 administration charge.
- **We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.** *[Direct bookings only]*
- The booking will not be cancelled by the Operator except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and a refund of all payments made for the holiday will be given. The Operator’s liability for cancellation will be limited to payments already made. *[Direct bookings only]*
- The maximum number of persons using the Cottage at any time must not exceed 6 persons (unless otherwise agreed at the time of booking) and only those listed on the booking form may occupy the Cottage. The Operator reserves the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- The Operator reserves the right to refuse a booking without giving any reason.
- Included in the hire is electricity, heating, wi-fi, bed linen and towels.
- A travel cot can be provided on request.
- Reasonable access to the Cottage must be permitted to undertake essential maintenance or for inspection purposes.

- Check-in time is normally from 4pm (unless otherwise agreed in advance) and guests are required to vacate the Cottage by 10am on the day of departure. This allows the Cottage to be thoroughly cleaned and prepared for incoming guests.
- Unfortunately, pets, other than registered assistance animals, are not permitted.
- Vaping or smoking anywhere inside the Cottage is not permitted and will result in immediate termination of occupancy and forfeiture of all payments. If you wish to smoke/vape, please smoke/vape in the front garden area, and please ensure that all cigarette butts are disposed of carefully and not just left on the ground.
- The use of any illegal substances in or around the Cottage is not permitted and will result in immediate termination of occupancy and forfeiture of all payments.
- Smoke alarms and safety equipment are for your safety and must not be tampered with.
- Damages and breakages – please treat the Cottage with due care so that other guests may continue to enjoy it. If you notice something is missing or damaged, please let the Operator know immediately so that appropriate action can be taken. If there is any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The Cottage will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please lock the doors when you leave the Cottage unoccupied.
- Please make sure you switch off lights, heating or any electrical appliances when you go out.
- Please don't take any of the towels provided in the Cottage with you to the beach.
- Please leave the Cottage in a clean and tidy condition.
- The Operator reserves the right to make a charge to cover additional cleaning costs if the Hirer leaves the Cottage in an unacceptable condition. *[Direct bookings only]*
- Please note that if any keys issued are not returned at the end of the stay, then the cost of replacement will be charged.
- The Hirer may under no circumstances re-let or sublet the Cottage, even free of charge.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The Operator/Host is not responsible for the loss of any personal belongings or valuables of the guest.
- The Hirer and members of their party are responsible for the safety and security of their children at all times. Please do not leave children without adult supervision.
- Parking is limited to 2 cars in the parking spaces in front of the Cottage.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 8 am.
- The Operator/Host reserves the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking may impair the enjoyment, comfort or health of others.
- Candles are not allowed inside the Cottage.
- The use of the Cottage and its equipment is entirely at the Hirer's risk and the Operator/Host shall not be liable for death, personal injury, damage or loss of personal property including motor vehicles, sustained by the Hirer and/or a member of their party.

Any problem or complaint which the Hirer may have concerning their holiday must be immediately reported directly to the Operator/Host and we will endeavour to put matters right.

The Operator/Host reserves the right to make reasonable amendments or additions to these terms and conditions without notice. All the information on our literature is given in good faith and believed correct at the time of printing. The Operator/Host cannot be held responsible for any errors or omissions.