Terms

1. For bookings made more than six weeks prior to commencement of booking date a non-refundable deposit being 30% of the total holiday hire is payable at the time of making the booking. Full payment is required a minimum of six weeks prior to commencement of the holiday period. If neither full payment nor any reasonable explanation is received within three weeks of the commencement of the holiday date we reserve the right to re let with no refund of deposit.
2. For booking made and accepted less than six weeks prior to commencement of holiday date full payment is payable immediately.
3. You may take possession after 3.00 pm on the day of arrival and must vacate by 10am on the day of departure. If you fail to comply with these times an additional days’ hire may be charged. Changeover day is Friday.
4. Please return keys to the key safe on your departure.
5. You may not sublet or share the property with anyone other than that/those persons named on your booking form.
6. Your hire is for holiday purposes only. Pets are allowed only by arrangement.
7. You must leave the property in a clean and tidy condition ready for the next holiday makers.
8. Everything is provided except towels.
9. Any complaints or modification of shortages or defects must be reported direct to The Owner at the latest by 5 pm on the day following your arrival.
10. Baggage, personal affects, vehicles and their contents, etc. together with the health and well-being of tenants is entirely the responsibility of tenants. There are risk and fire assessments in the housebook provided at the property.
11. The hire is made on the basis and in good faith that the property is available during the hire period. If for extraordinary reasons such as fire, vandalism, subsidence, extreme weather interruption of essential services, etc. the property should be unfit for habitation you will be informed immediately and all money refunded, and The Owner will not be liable for any actual or consequential loss in the event of cancellation of hire.
12. All payments must be made by bank transfer only, unless by prior agreement.
13. Please remember this is our home and we wish you and subsequent holidaymakers to enjoy it in the same way as we do!

Privacy

Preservation of your privacy is important to The Owner and we are committed to letting you know how we use your personal information and to making only responsible use of your data.

References to “we”, “us”, “you” or “our” in this Privacy Policy are references to The Owner of The Watch House, Hope Cove, Devon, TQ7 3HQ.

1. Information about you

1.1   We will collect personal information from you when you enquire about our property, and/or its availability. This may include your name, title, email address, physical address, telephone numbers and financial details.  We may also ask for some additional, non-personal information.

2. Our use of this information

2.1   Your personal information will only be used to provide you with information relating to our letting business.

3. Security

3.1   We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us.

3.2   Communications in connection with us may be sent by e-mail. For ease of use and compatibility, communications (other than payments where applicable) will not be sent in an encrypted form unless you require it and provide the certification to enable us to communicate with you in that way. E-mail unless encrypted is not a fully secure means of communication. Whilst we endeavour to keep our systems and communications protected against viruses and other harmful effects we cannot bear responsibility for all communications being virus-free.

4. Other information

4.1   If you would like us to correct or update any information, or if you would like information deleted from our records, then please email us at watchhousehopecove@gmail.com.

4.2   This privacy policy may be updated from time to time, so please check it periodically.

4.3   Links within our site to other websites are not covered by this privacy policy.