

Terms and Conditions of your Red Rock holiday

Booking Conditions:

Before making a reservation please check that the accommodation and area you have chosen is entirely suitable for ALL members of your party. We are happy to answer any questions regarding suitability of the property for your party. The person who signs the booking form is responsible for the booking and warrants that he/she is over 21 years of age and that the party will not exceed the number of occupants stated on the booking form. A child or baby of any age counts as one person. The booking is accepted when you receive official confirmation from Red Rock Holidays.

Deposits:

A provisional booking can be made but is only confirmed on receipt of a non-refundable deposit accompanied by a booking form, completed and signed by the lead name of the party who must be over 21 years of age. When a booking is made within 28 days of arrival date the full agreed price must be paid at the time of booking. A confirmation will be sent and a legal Contract has then been formed. Payment can be accepted by cheque if it is received at least 14 days before arrival.

Final Payment:

The confirmation invoice will show the balance due which must be paid no later than 28 days prior to the start of your holiday. Non-payment of the balance of the rental on the due date shall be construed as a cancellation of the Contract by the Client.

Cancellation:

Any cancellation made by the Client for whatever reason shall be by e-mail or in writing. On receipt of the cancellation we will endeavour to re-let the apartment. If we succeed in re-letting the property for the whole period a refund of the payments made less the non-refundable deposit will be made. If the apartment is not re-let the refund will be 50% of payments less the non-refundable deposit and less an administrative charge of £15. For cancellations within 14 days of the arrival date the entire rental fee will be forfeit.

Cancellation Insurance:

We are no longer able to offer cancellation insurance. It is advisable to seek out cancellation and travel insurance from another source.

Changing a Booking:

A change of holiday accommodation after the deposit is received constitutes a cancellation. If you need to change the date or the type of accommodation we will endeavour to do so.

Non-Availability of Apartment:

We can not accept responsibility or pay any compensation where the performance or prompt performance of our contract with you is prevented or affected by reason of circumstances beyond our control which includes any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation which cannot be easily remedied to a satisfactory standard before the start of your holiday.

Should the apartment be unavailable on the holiday date (for example, due to damage by a previous occupant) we will endeavor to re-allocate another apartment, otherwise all monies paid to us for rent will be refunded, however, no further liability will fall on the owners/representatives

Arrival/Departure:

Accommodation is available from 3pm on the day of arrival until 10am on the day of departure. Access to the apartment is often available earlier than the stated time, please telephone the day before arrival for an update. Departure is strictly by 10am on the day of departure in order to prepare the apartment for the next guest.

Restrictions:

Unfortunately we cannot accept bookings from all adult male or female parties comprising of more than three people or single persons under the age of 25.

No Smoking Policy:

A strict 'No Smoking', which includes e-cigarettes/vaping, policy is in force inside the building or in the garden areas except in the designated area in the grounds (signed) where smoking is allowed.

We will seek compensation (including consequential loss) for any damage and additional costs of cleaning (such as soft furnishings) caused by smoking. Consequential costs may be incurred where it has not been possible to remove the smell of smoke/vapour prior to the arrival of the next guest.

Pets:

Dogs and other pets are not allowed within the apartment nor the surrounding gardens whether brought by guests or visitors.

Complaints and Losses:

All complaints must be notified to Red Rock Holidays or their representative immediately so that an investigation can take place and any action necessary carried out.

Compensation cannot be made for any complaints that are made after the holiday period has ended or where the holidaymaker has denied access to resolve such matters.

We cannot accept responsibility for any items left behind in your accommodation after you have vacated the property, however, for the cost of postage in advance we will return the item to you by post.

Right of Entry:

Owners/Management of Red Rock Holidays shall be allowed the right of entry to the apartment at all reasonable times for the purpose of bed linen changes, inspection or to carry out any necessary repairs or maintenance.

Hirers Responsibility:

Your accommodation must be kept in a clean and tidy condition and you will be responsible for any loss, damage or breakages that occur during your stay.

We welcome your friends visiting you providing visits are genuine and not a disguised repeated use of our facilities by those staying elsewhere. No visiting pets and no overnight stays allowed.

The number of persons occupying the apartment must not exceed the accepted booking number and we reserve the right to refuse entry to the whole party.

It is the responsibility of parents to supervise children at all times. All persons under the age of 18 years are deemed to be children.

We operate strict policies with regard to noise and anti-social behavior and any guest not willing to comply with these conditions will be deemed in breach of contract and will be required to immediately leave the holiday accommodation.

PLEASE NOTE

Under no circumstances will additional transportable electric/gas heating appliances or barbeques be allowed within the apartments or within the site boundaries.

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