

# Restful Breaks

## Booking & Cancellation Policy

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### Booking

If your booking is made 30 days or more prior to your check-in date, minimum 50% deposit payment is sufficient to secure your booking. The remaining balance has to be settled 30 days before your check-in date. You are most welcome to pay full amount at any time.

If your booking is made within 30 days of your check-in date, we require 100% payment to secure your booking and it will be non-refundable.

### Cancellation Policy

Bookings must be cancelled at least 30 days before the check-in date to receive a refund. However, this will be subject to a booking administration fee of 10% if you paid the full amount of your rental cost or 20% if you only paid a deposit to secure your booking. Any cancellations made after 11:59pm on the 30th day prior to check-in will not be eligible for a refund.

If you make the booking within 30 days of your check-in date, the booking will be non-refundable (subject to owner discretion).

### Cancellation due to Government Advice (national pandemic)

If we have to cancel your booking or you are unable to travel due to Covid-19 or any other travel restrictions issued by the government due to a national pandemic, we will issue you a full refund.

### Damage Deposit

We require a damage deposit of £100 with your final payment (at least 30 days before your check-in date) which **will be refunded** at the end of your stay if the property and its content is left without any damage or loss.

Please ensure you inform us, or our local contact immediately upon arrival of any damage or missing items (details of property inventory can be found in the Welcome Guide at the property on arrival).

### Check-in Details

Check-in time is 4pm on arrival day and check-out is 10am on departure day.

You will receive your check-in details (directions, key code & other necessary instructions) within 24-48 hours before your check-in time. We will use the email and/or mobile number you provide to us when you make your booking to communicate with you about this booking.

**For full conditions please see our Booking Contract (Rental Agreement). Available to view or download from our website or upon request and upon booking confirmation. **Regrettably, our properties do not have step free or wheelchair access.****

### Please Note:

These terms contained in this document, or our Booking Contract, quotation or communication with us in any form are only relevant for bookings made directly through Restful Breaks, via our website, social media platforms, telephone, or email. Other booking or holiday agencies who are advertising our properties (for example Booking.com) separately may have different rules & prices as they have different overheads and obligations.

Connect with us:



@restfulbreaks