

Terms and Conditions



- You must be over 18 to book a holiday with us.
- You must not exceed the number of guests/pets that the accommodation allows
- When you book you must provide genuine contact details for yourself as lead booker you must update us to any changes at any point up to 7 days following your check out date.
- We do not accept liability for minor changes to the accommodation, items are replaced from time to time and any advertising including our website may not be up to date at all times.
- Initial deposits are non-refundable but can be used towards alternative dates if you need to cancel but will incur a £30 admin fee to switch dates, which will be deducted from your deposit amount.
- Once full balance is paid should you need to cancel there will be no refund due to you unless we are able to re let the accommodation for the dates you booked without having to discount (the initial deposit will be retained in both instances to cover admin fees and re advertising but can be used against alternative dates).
- Your full balance will be due by the date as detailed on your booking confirmation. If this is not received by this date, the dates you booked will become re-available and you will lose your deposit and entitlement to stay.
- In the event you cancel and use your deposit payment against other dates there may be difference in price between your original holiday and your new holiday.
- In the unfortunate event the accommodation you have booked becomes uninhabitable and unavailable for your use on your booked dates i.e fire or flood damage/lack of heating or hot water we will do our utmost to help you to find you similar alternative accommodation but the price may vary. You will receive a full refund from us however we will not be liable to pay any compensation or expenses to you as a consequence of such an event.
- You must not arrive before the check in date and time as detailed on your confirmation unless you have agreed with us in advance in writing.
- You must depart by the date and time stated on your booking confirmation unless you have agreed a later check out in advance from us in writing.
- You must not share our details with any third party this includes sharing information such as key safe codes.
- Any damage/loss caused by miss use will be chargeable to you to repair or replace for like for like.
- You must report any damage/loss/maintenance issues to the owner as soon as they arise.
- You must obey the law and not use any recreational drugs in the premises or in the grounds of the premises.
- You must not smoke inside the accommodation.
- You must remove any dog fowl from the grounds prior to departure and place in bags in the waste bins.
- You must obey the law and refrain from excessive loud noise after 11pm and before 8am.
- You must respect the property and use the facilities/equipment only as they are intended to do so.
- If you are in breach of any of the above rules you may be requested to vacate the property immediately.
- The property must be left in a tidy acceptable standard on departure otherwise you may be charged for deep cleaning.
- If you are not satisfied with the accommodation and wish to make a complaint you must contact us within 12 hours of your arrival so we have the chance to put anything right for you for the remainder of your stay. We will not be liable to pay compensation to you if your complaint is raised after you have departed.
- The property owner or their representative shall be allowed access to the accommodation if they have reason to be concerned at any time during your stay.
- Any dispute, claim or other matter in relation to your booking will be governed by English Law and you agree that it shall be dealt with exclusively by the courts of England and Wales.

If you are staying in one of our dog friendly properties please see rules below: -

- Dogs must not be left unattended in the property without prior agreement.
- Dogs must keep off the soft furnishings unless you use your own throws.
- Dogs are asked to remain downstairs if possible, if your dogs are used to sleeping upstairs that's fine but please advise in advance and bring your own bedding for any particular bedroom you will allow the dog(s) in.



North Devon Holidays
Coast, Country and Town

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