



Sandpiper Apartments Booking Terms

Rates/Booking

We will endeavour to keep the website up to date.

Please telephone, email or see our online calendar to check availability and to make a booking.

Placing a Booking Request Online

The booking process used on this site is a 'request' for accommodation only. Completion of the booking request process does not guarantee availability of the apartment or of the price quoted, which is provided here only as a guide.

On submission of your online booking request, and once we receive a deposit payment from you (by cheque or bank transfer) the booking will be formally agreed and accepted by Sandpiper Apartments. If for any reason the facilities that you requested are not available, or there has been a variation in price, we will contact you and advise you of the details and suggest alternative arrangements and confirm costs.

On receipt of the deposit, a booking confirmation email will be sent to you within 4 working days, containing the details of your stay and of payments made and due. If you have not received your booking confirmation within the specified time, please notify us as soon as possible. It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival.

Booking Conditions

The contract is for a short-term holiday rental. A contract is only entered into once the deposit has been processed and a letter or email of confirmation issued. Additional guests can only be accepted by agreement after this date. A copy of our Access Statement is available on our website or by request.

We only accept bookings from persons over 18 years of age and we reserve the right, at all times, without statement of reasons, to refuse a booking.

Payment

A deposit of 20% is required to secure a booking.

We accept bank transfers and please email us for details. Payment can also be made by cheque, made payable to Jill May for Sandpiper, the Garden House and Grenofen or to Sandpiper Shop for Bank Chambers and Harbourside.

The final balance due must be received 4 weeks prior to the arrival date. No reminder will be sent. For bookings made within 4 weeks of arrival, the total amount is payable on booking.

Cancellation

In the event that you need to cancel your booking, you must notify us in writing addressed to our correspondence address: Peninnis Farm, St Mary's, Isles of Scilly TR21 0NA or via email: enquiries@sandpiper-scilly.co.uk

All monies paid for a holiday (deposit and balance) are non-refundable. If the booking is cancelled prior to the final balance becoming due, the deposit will be retained and the balance will still be required. However, we will do our utmost to re-let as much of the rental period as possible. If we are successful in re-letting the property for the whole period, we shall refund all monies paid less an administration fee of £50. If we are successful in re-letting the property for part of the period, or for less than the full rental amount we shall refund the amount equal to the money paid by the new guest, less an administration fee of £50. Non payment of the balance by the due date will be

construed as cancellation by you. We strongly recommend you take out appropriate cancellation insurance.

Cancellation by us

We reserve the right to cancel your booking at any time in the event of circumstances beyond our reasonable control. In the unlikely event of this happening, we will refund all money received by us in relation to your booking of the property. However we will not be liable for any other loss incurred by you as a result of the cancellation.

Booking Amendments

If you need to amend your booking dates outside of the cancellation period, we will do our utmost to assist you in transferring the start/finish date of your stay subject to suitable availability.

Occupancy

The property may only be occupied for the purpose of a holiday.

The property may only be occupied by the agreed number of the guests at the time of booking. If you wish to amend the number of guests in your party, this must be agreed in advance of your stay.

When booking please confirm the number of guests (including infants) either by letter or email. We reserve the right to refuse entry to the entire party if this condition is not observed.

Arrival and Departure

The apartment will be available from 2.00pm on the day of arrival and we request that you vacate by 9.30am on the day of departure to allow time to prepare for our next guests. During the low season we may be able to offer an early arrival or later departure, subject to availability, however we cannot guarantee this. Guests are welcome to leave luggage at the property prior to arrival or for collection on departure.

Guests Obligations and Responsibilities

The guests agree:

1. To keep the property and its fixtures and fittings in the same and proper condition and repair as on arrival.
2. To fully clean the property on your departure (this includes the equipment provided).
3. To pay for any damage or loss however caused, excluding reasonable wear and tear incurred during the occupation. All breakages and any damage must be reported to us before the end of your holiday and you will undertake to reimburse for the same.
4. Not to cause nuisance or annoyance to occupants of any nearby property.
5. To allow access to our representatives if it is deemed necessary.
6. If in our opinion, any guest is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance to other parties, this agreement may be terminated forthwith but the guest shall remain liable for the whole cost of hire and no refund shall be due.
7. If damage caused results in the property being unfit for occupation to subsequent guests you shall be liable for the loss of rental income and any other related losses.

Privacy

The information supplied in the booking process will be stored on computer for the purposes of future distribution to you of our advertising material (if consented to) and under no circumstances will be passed on to a third party.

Pets and Smoking

We regret that pets and smoking are not permitted on the premises.

Our liability

We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party. We reserve the right to cancel your booking at any time and the total liability will be to refund to you all sums which you have already paid.

Force Majeure

Force majeure on the side of Sandpiper Apartments exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances which are beyond the control of Sandpiper Apartments including threat of war, staff strikes, blockades, fire, floods and other disruptions or events.

Right of access

You must allow us and our representatives access to the property at reasonable times for the purpose of inspection, or to carry out any repairs or maintenance.

Should you encounter a problem:

We hope you will never have any cause for complaint. In the event that a problem occurs please contact us as soon as is possible while you are at the property so that we can make every reasonable effort assist to you and to resolve the issue.