

Booking Conditions for Tompot Cottage & Tompot House, Portland.

Reservations and bookings made direct with us, the Owners, are subject to the conditions on the booking form and as follows below. (Please note that bookings made through an agent or their website are subject to the terms and conditions stipulated by them.)

1. Reservations will be made upon receipt of a non-refundable deposit of £70, or full payment if the holiday is less than 8 weeks away, together with a fully completed booking form in the name of the applicant who must be over 18 years of age and will take responsibility on behalf of all the persons who will occupy the property during the said period booked.
2. A completed booking form and the deposit must be received within 7 days of a telephone or email booking, otherwise the dates may become reavailable.
3. Payment of the balance of the total cost of the holiday booking is due **no later** than 8 weeks before the date on which the holiday is to commence. Failure by you, the Holidaymaker, to ensure that such payment reaches us, the Owners, by this date may result in the cancellation of the holiday and forfeiture of any money previously paid.
4. The information and photographs relating to the properties have been compiled as accurately as possible at the time of going to press. However, facilities or physical attributes may be ALTERED or WITHDRAWN at any time, in which case we cannot accept any responsibility for such events.
5. You, the Holidaymaker, undertake to keep the premises and all furniture, fixtures and fittings in or on the premises in the same state of repair and condition as at the commencement of the holiday and also undertake to leave the premises in the same state of cleanliness and order as when you arrived. We, the Owners, must be compensated by you, the Holidaymaker, for any damage and breakages which may occur and excess cleaning that is required, sole interpretation of this will be by us.
6. In the event of the loss of a key a charge will be payable by you for replacement keys AND locks.
7. We, or our representative(s), are to be allowed access to the property at any reasonable time, whether occupied or not.
8. The number of persons using the holiday property is not to exceed the maximum number stated in the property description or indicated on the booking form.
9. If you find it necessary to cancel your holiday this contract is legally binding and means you will still be liable for the full cost of the holiday. We therefore recommend you make adequate provision such as take out HOLIDAY CANCELLATION INSURANCE. Any cancellation must be made in writing and sent to us by Recorded Delivery post.
10. In the event of you cancelling your holiday and you either have no insurance cover or the cover you have does not apply to the reason for cancelling you must still pay the full cost of the holiday to us. In such cases we will make every effort to re-let the property for the period booked. If successful, a refund of monies will be paid LESS the deposit, however, if we are unable to re-let the property then, as stated above, you will be liable to pay us the full cost of the holiday.
11. If you fail to observe any of the conditions we will have the right to require that you to vacate the property at once without any recompense.
12. We reserve the right to decline acceptance or to expel any holidaymaker for conduct detrimental to the house or the comfort of the surrounding neighbours.
13. We will not be liable to any person or member of a holiday booking for any personal injury, loss, theft or damage to their property however sustained or caused nor for the loss or theft of money.

14. No smoking is permitted on the premises.
15. No pets are permitted on the premises.
16. Unless otherwise agreed in writing by us lettings are deemed to commence at 2.00pm on the day of arrival and cease at 10.00 am on the day of departure.
17. Once payment has been received and confirmation issued any subsequent changes to the holiday booking at your request may not be possible. Holiday properties and dates are not normally transferable.
18. We regret that if any belongings have to be collected by us from the premises and forwarded to you a collection fee plus carriage will be applicable.
19. We will endeavour to carry out everything possible to ensure that you have an enjoyable and successful holiday however, should a problem occur please telephone us so that all reasonable steps may be taken to resolve the problem. A problem cannot be resolved by us unless details are made known as soon as it is encountered. If on arrival you are not satisfied with the cleaning of the property we reserve the right to request the original or an alternative cleaner to return and attend to matters, no compensation claim will be considered if cleaning problems are attended to within 24 hours of first being reported. Disputes of this nature must be reported within 24 hours of arrival. If you vacate the property prematurely as a result of any alleged dissatisfaction or make any form of claim upon return from the holiday and have not followed the procedure as above, then no liability for any subsequent claim will be accepted or correspondence entered into.
20. We, or our agent, endeavour to be contactable at all reasonable hours of the day. However, if you arrive outside of normal office hours it may not be possible to address any problems or incidents until the following day. It is your responsibility to ensure your arrival time is prior to 5pm.
21. Any dispute between the parties involved in the contract shall be settled according to English Law.

In addition to the above terms and conditions, please note the following important information:

Both Tompot Cottage and Tompot House are centuries old, traditional Portland stone houses. In both properties the bathroom and wc are on the first floor. The layout of both properties renders them unsuitable for infants and children under 24 months or for those with limited mobility through permanent or temporary disablement, illness, accident or age.

Neither property has off road parking. There is on street parking both outside the house and the cottage and in the surrounding area. There is also a small free car park opposite the cottage and this is nearby (a couple of minutes walk) to the house. Failing this there are 'Pay and Display' car parks within 5 to 10 minutes walk. During the daytime in peak season parking in 'Underhill' and close to Chesil Beach can be at a premium.