

THE LAND'S END VINERIES BOOKING TERMS AND CONDITIONS 2026

PLEASE NOTE THAT ALL THE BUNGALOWS ARE NON-SMOKING.

We recommend phoning first to check availability for the busy summer months. Provisional reservations, once taken, will be held for a maximum of four days. If written confirmation (booking form) and a deposit is not received during this time, we reserve the right to re-let the property. Booking forms and deposits received after the four days will be confirmed if the property is still available or the deposit will be returned if the bungalow has been re-let.

Once a booking has been confirmed and a deposit paid, the balance is payable by two weeks prior to the arrival date. We do not issue reminders. If the balance is not paid by that time, the bungalow may be re-booked and the deposit will be forfeited. If we are advised in writing that you wish to cancel your holiday, *at least* four weeks before the arrival date, we will endeavour to re-book the bungalow at short notice. However, if it cannot be re-booked, the deposit will not be refunded. Late bookings, made one month or less before arrival date, must be paid for in full when the booking form is returned to us. Please make cheques payable to Mr I. Sutton.

In circumstances outside our control (such as, but not limited to, fire, flood, pandemics, Government orders, customer damage, etc.), we reserve the right to cancel reservations up to and including the date of arrival. Any deposit and/or balance paid will be refunded in these circumstances. We do not accept liability for any costs incurred over and above any amount paid to us for your accommodation.

TV remote controls are issued at check-in, along with the keys. They must be left, in good condition, in the pouch with the keys, on departure. Keys which are lost or not returned will be charged at £5.00 per key. Lost/damaged TV remotes will be charged at £20.

Dogs (max. 2) and other pets are taken in certain bungalows, by prior arrangement only, while other bungalows are pet-free. For the comfort of all our guests, dogs and other pets must be provided with their own bedding, food bowls, etc. and must not be allowed to sleep or climb on beds or living room furniture. Any damage done to the interior of the bungalow will be charged for, as will any extra cleaning charges incurred by soiling or excessive amounts of animal hair on rugs and furniture.

PLEASE do not leave your pet in the bungalow alone for any length of time.

Dogs must be kept on a lead and under close control at all times when outdoors on the site and must not be allowed to wander in and out of the bungalow unsupervised and off the lead. Dogs should not be exercised in the gardens or allowed to soil the gardens or public areas. If soiling cannot be avoided, any mess must be cleaned up immediately by the owner.

It is the responsibility of parents/guardians to supervise children playing in the gardens, for the children's own safety and the comfort and convenience of other guests.

We endeavour to clean the bungalows to the highest standard at each changeover and you should find everything clean and tidy on your arrival. However, if there are any problems with housekeeping or maintenance, *please phone our Housekeepers on 07967176575 as soon as possible after you arrive*, so that any issues can be quickly rectified.