



Terms & Conditions

1. Please read carefully our Terms & Conditions prior to completing and returning a [Booking Form Application](#) (BFA). Please note that your signature on a completed BFA indicates that you have read, understood and fully accept our terms and conditions.
2. Initial enquiries for a reservation are to be made via telephone, fax or email. Tel/fax 01752 254425 – Mobile 0791 863 2172 – email david@plymouth-hoe-apartments.co.uk
3. Booking reservations are only confirmed on receipt of a £100.00 nonrefundable reservation fee (£100.00 per week booked). All balance payments, are to be received not later than six weeks prior to arrival date (except for late/special deal bookings).
4. On payment of the £100 non-refundable reservation deposit the Contract becomes binding for the period reserved. In the event that a booking is canceled, all funds received, except for the £100 non-refundable deposit, will be refunded in full if notification is received not less than six weeks prior to occupancy. After this period the full balance is payable and becomes non-refundable.
5. Under no circumstances are the numbers of occupants in each apartment to be greater than the number stated and agreed upon on the BFA.
6. All apartments must be vacated by 11am on the day of departure. Due to our extensive cleaning and inspection programme, occupation cannot be guaranteed until 3pm on the day of arrival.
7. Apartments are to be maintained in a clean and tidy condition at all times. The owner of the property and/or his/her agent reserves the right to enter the property at any reasonable time to carry out essential repairs to the property or its contents. Please note major work will not be undertaken during occupation except in an emergency situation.
8. Guests are kindly requested to respect the privacy of other guests and minimise at all times noise, disturbance and/or any other annoyance whatsoever.
9. Carsons (Plymouth) Limited, or the property owners cannot undertake any liability for loss, theft, damage, injury or accident to the hirer or any member of the hirers' party howsoever caused whilst occupying its properties. It is highly recommended therefore, that guests take out adequate independent travel insurance to cover all eventualities.

10. Payments are to be made payable to Carsons (Plymouth) Limited. We accept all major credit cards and cheques. We do not normally accept cash as all payments must be received not later than six weeks prior to arrival (except for 'special deal' packages).

11. Additional facilities are available including: Extra bed (£25 p/p/p/night), Cot, high chair at no extra cost. Car parking facilities are available on a first come first serve basis for a small additional fee, please contact 0044 (0)1752 25425 for full details. Please ensure any additional facilities required are booked on the BFA and that any extra charges are included with your payments.

12. Carsons (Plymouth) Limited reserve the right to cancel or offer alternative accommodation should, for some reason, the booked apartment becomes unavailable. Please note if a booking is cancelled under such circumstances 'all' booking fees paid to Carsons (Plymouth) Limited, will be refunded in full. Carsons (Plymouth) Limited cannot be held liable for any additional fees or costs whatsoever associated with a cancelled booking.

13. Apartments cannot be considered in any way as a guests 'main residence' as they form part of 'Carsons (Plymouth) Limited Plymouth Hoe Holiday Apartments'.

14. Please note a 'No Smoking' policy is now in force throughout all Apartments, smoking is *strictly forbidden* within any part of the Apartment building including public corridors and stairs. A comprehensive fire and smoke detection system is installed in every Apartment for the safety of our guests. Failure to comply with the Companies policy on No Smoking will result in the immediate cancellation of your booking.

15. We regret that we DO NOT accept pets of whatever kind. Animals are not permitted within the building, including those belonging to visitors and/or their guests.

16. Please check out our [homepage](#) for the latest 'special deals' which may contain 'additional' terms & conditions to those listed above.