

We want you to enjoy a trouble free holiday with us however as the unforeseen can happen please read our terms and conditions.

## METHONIANS – TERMS AND CONDITIONS

You need to use email and have internet access in order to book with us. Your email address must be correct and you need to be vigilant when using this form of communication particularly concerning misdirection of incoming mail into spam folders.

It is a condition of your booking with us that you and all other members of your party, including infants and children, are properly insured and that you are covered for cancellation should circumstances prevent you from travelling.

We accept payment from one person who we call ' the prime contact' when a booking is made and we communicate with that person in all correspondence. If payment is made to us by a third party for the balance or any part of the total due for the booking it will be treated as payment by the prime contact, the person named on the invoice. You must be over 21 years old to make a booking.

When we receive appropriate payment which will either be the deposit or the full amount we confirm your booking subject to availability by issuing an email booking confirmation invoice. This email will include any special arrangements we have agreed to provide and forms part of your contract.

If any detail on the confirmation invoice is not correct you must tell us immediately. If there is an obvious error on the confirmation invoice we reserve the right to correct it as soon as we become aware of it. We do not expect to make any change to your accommodation and / or booking but we reserve the right to do so at any time. You will be entitled to a full refund if any of these changes are material and are not acceptable with the exception of cancellation by you.

We will not increase the price of your accommodation after you have booked. However we reserve the right to change rental rates prior to bookings being received.

It is our goal to provide your accommodation as booked. We reserve the right to cancel your booking in any circumstances for example but not limited to a previous customer rendering the accommodation unusable for your accommodation period. If we cancel your booking you can either have a full refund or accept replacement accommodation from us of equivalent or closely similar standard and price if available and we will refund the difference in price if the replacement accommodation is less expensive.

Other than in the case of non-payment or if the accommodation is rendered unusable for your accommodation period, we will not cancel your booking unless this is the result of an event that is out of our control, such as war, civil disturbances, industrial disputes, natural disasters, fire, health risks, severe weather conditions, and other similar events.

You must pay 30% of your accommodation price as a deposit before we can confirm your booking. When a reservation is made twelve weeks or less before the start date of your rental full payment must be made with your booking.

After the deposit is paid to confirm your booking, it is your only commitment until ten weeks before your date of arrival. Within two weeks of receiving your deposit, we will email you a confirmation invoice. You must pay the balance due on the invoice at least ten weeks before your accommodation rental start date. If you do not we reserve the right to cancel your booking applying the appropriate cancellation charges.

If you want to change your booking dates the prime contact must advise us by email at the email address the holiday booking was made. The prime contact must also arrange for a mobile phone text message to be sent to the mobile number provided on the invoice.

If the new booking dates are prior to the confirmed dates we will change the dates for you at no charge. If the new dates overlap the confirmed dates either prior to or after the confirmed dates we will change the dates for you at no charge. If you change your booking dates before payment of the balance is due there is no charge. In all cases the new dates must be available to be booked.

If the new booking dates are later than the confirmed dates we reserve the right to cancel your booking applying the appropriate cancellation charges. A new booking will then be made.

If you want to cancel your accommodation booking or part of it you must advise us by email at the email address the holiday booking was made. To cover our costs and to compensate us for the risk that we may not be able to resell your accommodation, we make a cancellation charge. The person named on the invoice is responsible for payment of this charge.

Cancellation charges are a percentage of the total cost of your booked accommodation.

If the cancellation is made more than ten weeks before the start date of the rental period the cancellation charge will be 20%. If you have paid the full amount in advance then we will initiate refund of the balance within 10 days.

If the cancellation is made less than ten weeks before the start date of the rental period we will endeavor to re-let the accommodation to a third party. As soon as we receive written notice of the cancellation the accommodation dates will be made available on our website booking chart. If we are able to re-let or partly re-let the accommodation you will be refunded the amount we receive for the new letting less 25% of the total cost of your booking. If we can only re-let part of your booking period payment will be made pro-rata. We will initiate issue of a refund of the amount due within 48 hours of the departure date of the cancelled booking period. If we are unable to re-let the accommodation for the period detailed on the invoice the cancellation charge will be the total amount due. In this case we can offer to credit the cancellation charge less 25% towards a future booking. We will endeavor to minimise cancellation costs but we are not under any obligation to re-let the accommodation or credit any amount already paid if you cancel your booking.

When you book a holiday with us, you accept responsibility for any damage or loss caused by you or any member of your party. You will notify us of any damage prior to departure by email or sms. Full payment for any such damage or loss must be made to us before departure. If you fail to do so you indemnify us against any claims including legal costs made against us as a result of your actions.

We expect all guests to have consideration for other people. If in our reasonable opinion you or any member of your party behave in such a way as to cause or to be likely to cause

distress danger or annoyance to any third party or damage to property we reserve the right to terminate the accommodation contract without notice. We will not make any refunds or pay any compensation.

The accommodation is for those people named on your Confirmation Invoice. You may not share the accommodation or let anyone else stay there. If someone arrives during your holiday let us know by email or sms. In no circumstances can the maximum occupancy be exceeded.

You are responsible for the cost of any damage caused to your accommodation or its contents during your stay. These charges must be met by you and may have to be paid locally and are not limited by the total paid for the local security deposit. Any person who is under 18 years old must be accompanied by an adult whilst staying at the accommodation.

If you have a complaint about your accommodation you must notify us immediately by email and / or mobile phone and we will endeavour to rectify the problem as fast as possible. If a substantiated claim is made by you which is not covered by our public liability insurance our maximum liability is limited to the amount already paid in total for the booking. Loss and/or damage to of luggage or personal possessions including money must be covered by your own insurance as no compensation is available from us. You must tell us about any injury accident illness or loss of possessions while you are at the accommodation and as soon as possible.

Your booking is confirmed when payment to us is received and your accommodation dates are confirmed by email at which time you are accepting that the terms of this Agreement constitutes the entire agreement between us with regard to your booking and your accommodation. Your contract with us is subject to the laws and jurisdiction of England and Wales.

We are 'Methonians' and our office address is at Downsview Cottage, Southview Road, Crowborough, East Sussex, TN6 1HN United Kingdom. Tel +44-781-8060-806 email [holiday@methonians.com](mailto:holiday@methonians.com) .