

Terms and conditions

Self-catering accommodation



General

- 1 Your booking must be for holiday purposes only. The property must not be used for business purposes or weddings (except by prior special arrangements with Jersey Heritage) or for gatherings, such as parties. The use of tents or sleeping in motor vehicles adjacent to the property is not permitted.
- 2 You may not arrive before 2pm on the first day of your booking and you must leave before 10am on the day of departure.
- 3 Excluding babies in cots (as appropriate to each of the properties) the number of people sleeping in the property and its grounds must never exceed the number shown as the maximum.
- 4 No fireworks shall be taken onto, or let off from the property.
- 5 No tents, marquees or other temporary structures may be erected in the confines of the property.
- 6 While the information in our price list is correct at the time of going to print, we reserve the right to change any of the prices, services, or other particulars contained in published information at any time before we enter into a contract with you. If there is any change, we will notify you before we enter into any contract.
- 7 Due to the historical nature of the accommodation and the surroundings, smoking and the use of candles is not permitted within the property.
- 8 Dogs are not allowed at Barge Aground, Elizabeth Castle apartment and La Corbière Radio Tower. Up to two dogs may stay at Fort Leicester and La Crête Fort.
- 9 Access to the roof at Barge Aground is at your own risk. Access to the balcony at Radio Tower is not permitted for safety reasons.
- 10 Tenants must not cause nuisance or annoyance to occupants of nearby properties.
- 11 Electric and other failures must be reported immediately.
- 12 If in the opinion of the tenant there are grounds for complaint, it is the duty of the tenant to notify the Jersey Heritage, agent or caretaker immediately or as soon as reasonably possible and in any event before departure to allow remedial action to be taken. Failure by the tenant to do so will prejudice a claim irrespective of its merits.

Contract and warranties

- 13 Once we have accepted your booking and payment then required, a contract has been entered into, which includes these conditions. Payment of all required amounts when they are due is of the essence of the contract.
- 14 When you make a booking you warrant that you are over 25 years of age and will be onsite for the duration of the hire. You accept full responsibility for all persons who will use the property during the period booked and have read all the relevant parts of our current price list.

Bookings

- 15 Provisional bookings made by telephone will remain firm provided we receive a completed booking form and the amount due within the period agreed at the time of booking (usually one to seven days). Please note that any provisional bookings made by email need to be confirmed over the telephone, or by sending in the Jersey Heritage booking form, along with payment.
- 16 If your holiday starts within two months of the date you make your booking, you are required to pay the total price at the time of booking. If the balance payment due is not settled by the payment due date an administration charge of £25 will be added to the account.
- 17 If your holiday starts more than two months from the date you make the booking, you are required to pay a deposit of 50% of the cost of your holiday at the time of booking.
- 18 Booking period by one client is for a maximum of two weeks per property.
- 19 A separate key deposit of £200 will also be required with the balance to cover the cost of replacing locks in the event of lost keys. This will be taken from the credit or debit card used to make the booking, but only in the event of all keys not being returned safely on departure day. In the event of the safe return of all keys, there will be no deduction from your credit card.
- 20 If prices have not yet been fixed for the period booked, then the deposit is 50% of the current price for an equivalent period (not necessarily the same dates). **Please note:** the deposit secures only the booking and not the price. In some cases prices may change considerably.

Payment

- 21 We accept Switch, Maestro (issued in the UK), Visa, and MasterCard. All payments are in sterling.

Loss or damage

- 22 When you book, you agree to indemnify us against all loss and damage arising (including unreasonable amounts of cleaning) directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any person, and, without limitation of the foregoing to pay us forthwith upon written demand our costs in making good any such loss and damage and cleaning.
- 23 We shall not be responsible for any loss, or damage to any belongings, or injuries sustained by you or any member of your party.

Securing the Property

- 24 The property must be left secure, with all doors and windows closed and locked on departure or when ever you leave the site. All equipment and furnishings must be in the rightful place when you vacate the property at the end of your stay.

Housekeeping

- 24 On departure the property must be left in as clean a condition as you found it on arrival and all items of equipment and furniture must be their correct location. Failure to do so will incur charges for extra cleaning and relocating equipment and furniture.

Cancellation

- 24 If you cancel a booking for any reason, you must notify us in writing, by post or by fax only. Your deposit is nonrefundable and the following cancellation charges will apply:
 - **More than 90 days before start date:** Your deposit
 - **89 to 60 days before start date:** 50% of the total rental
 - **59 to 30 days before start date:** 75% of the total rental
 - **29 days or less to start date:** 90% of the total rental
 - **On start date or early departure:** 100% of total rentalIn addition, you will be responsible for any travel costs incurred by you in relation to the booking. We do not operate a cancellation insurance scheme and strongly recommend that you ensure your own appropriate cover.
- 25 We can in some cases transfer a booking to a new date or alternative property for a charge of £50 for each booking, plus any additional rent. (If there is a surplus we will hold that against a future booking, and will not refund it).
- 26 We may cancel a booking at any time before the date on which it begins. We would expect to do this only for essential building work or for some other reason unforeseen by us at the time your booking was accepted.
- 26 In this unlikely event we shall refund in full all money received by us for the booking, but will not have any liability beyond this, and, without limitation of the foregoing, we will not have any liability for travel costs incurred by you in relation to the booking.
- 28 We accept no liability for any works or activity of any sort occurring on any premises adjoining or neighbouring our property, nor shall we be responsible for making any enquires about the likelihood of, or providing any information to you about, any such works or activity.

Access

- 29 Anyone with our authority may have access during your stay. This is unlikely to happen, but if it does, we will give you as much warning as we can. There will be no need for you to stay in, since our site supervisor can accompany the visitor.

Events

- 30 Weddings can be held in the self catering accommodation (with the exception of La Corbière Radio Tower) on prior agreement with Jersey Heritage. Guests are limited to 25 people and marquees cannot be erected unless express permission is granted by Jersey Heritage.