

# TERMS & CONDITIONS

## Driftwood Sands Holidays – Holiday Chalet

(Last updated: 13/03/2026)

### 1. Contract Formation

1.1 A booking is confirmed once:

- the required deposit or full payment has been received; and
- a booking confirmation has been issued by Driftwood Sands Holidays (“we”, “us”, “our”).

1.2 The person making the booking (“the Lead Guest”) must be at least 18 years old and accepts these Terms & Conditions on behalf of all members of the party.

1.3 A confirmed booking forms a legally binding contract between the Lead Guest and Driftwood Sands Holidays.

### 2. Booking & Payment Terms

2.1 A 50% deposit is required to secure a booking.

2.2 The remaining balance must be paid 8 weeks prior to the arrival date.

2.3 Bookings made within 8 weeks of arrival require full payment at the time of booking.

2.4 Failure to pay the balance by the due date may result in cancellation of the booking without refund of monies already paid.

2.5 Payments are processed securely via Stripe. Accepted payment methods include:

- Visa Debit / Credit
- Mastercard
- American Express

### 3. Prices

3.1 Prices quoted are per stay and include applicable taxes unless stated otherwise.

3.2 The price confirmed at booking is binding and will not change except where required by law or obvious pricing error.

### 4. Cancellation by the Guest

4.1 All cancellations must be made in writing via email by the Lead Guest.

4.2 Cancellation charges apply as follows:

Time Before Arrival    Charge

More than 6 weeks    £75 administration fee

Within 6 weeks        100% of booking cost

4.3 If cancelled dates are successfully re-let, we may issue a refund equivalent to the amount recovered for the re-booking. This may be less than the original booking price.

4.4 No refunds are given for:

- no-shows,
- early departure,
- booking reductions after arrival.

4.5 Guests are strongly advised to obtain holiday cancellation insurance.

### 5. Cancellation by Us

5.1 In the unlikely event we must cancel your booking due to circumstances beyond our control (including property damage or safety concerns), we will:

- offer alternative dates where possible; or
- provide a full refund of payments made.

5.2 Our liability is limited to refunding payments received. We are not responsible for travel costs or consequential losses.

## 6. Amendments to Bookings

6.1 Amendments are subject to availability and must be requested in writing.

6.2 We reserve the right to charge an administration fee for booking changes.

6.3 Any price increase resulting from amendments must be paid by the guest.

## 7. Occupancy & Guest Responsibilities

7.1 Only guests listed on the booking may stay at the chalet.

7.2 The Lead Guest is responsible for:

- behaviour of all party members,
- ensuring compliance with these Terms,
- any loss or damage caused.

7.3 We reserve the right to refuse entry or terminate a stay where guests:

- cause disturbance,
- breach house rules,
- exceed occupancy limits,
- engage in illegal or unsafe activity.

7.4 No refund will be issued where termination occurs due to breach of terms.

## 8. Use of Property

Guests agree:

- to treat the chalet and its contents with reasonable care;
- to leave the property in a clean and tidy condition;
- not to use the property for parties or events without permission.

## 9. Electric Vehicle Charging

Charging electric vehicles at the property is strictly prohibited due to fire risk associated with the wooden chalet structure.

Unauthorised charging may result in:

- immediate termination of stay; and
- deduction of energy costs or damages from the security deposit.

## 10. Damage, Breakages & Cleaning

10.1 Guests must report any damage immediately.

10.2 We reserve the right to charge for:

- damage,
- excessive cleaning,
- missing items.

## 11. Safety & Liability

11.1 Guests accept responsibility for their own personal belongings.

11.2 To the fullest extent permitted by law, we shall not be liable for:

- loss, theft, or damage to personal property,
- injury unless caused by our proven negligence.

11.3 Nothing in these Terms excludes liability for:

- death or personal injury caused by negligence,
- fraud,
- any liability which cannot legally be excluded.

## 12. Access

We reserve the right to access the property where reasonably necessary for:

- maintenance,
- inspection,
- emergencies.

Where possible, notice will be provided.

## 13. Force Majeure

We are not liable for failure to perform obligations where prevented by events beyond reasonable control, including:

- extreme weather,
- fire,
- government restrictions,
- utility failure,
- natural disasters.

## 14. Complaints

Any issues must be reported during your stay to allow us the opportunity to resolve them promptly.

Complaints raised after departure may limit our ability to investigate.

## 15. Privacy

Personal data is processed in accordance with our Privacy Policy and applicable UK data protection law.

## 16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales, and disputes shall be subject to the jurisdiction of English courts.