



TERMS & CONDITIONS

Version 2026

Bookings are subject to the following terms and conditions as agreed to at the time of booking. Please take the time to read our T&C's to avoid any misunderstandings.

- A contract will come into existence when we receive your deposit payment. You are required to return your completed, signed Booking Form with details of the person/s intending to stay at Wheal Call for the holiday dates shown on the booking form. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
- A deposit of approximately **25%** of the holiday price is payable at the time of booking. Bookings made **less than ten weeks** before your arrival date must be accompanied by the full amount of the holiday charge.
- The balance must be paid so as to arrive **no later than ten weeks** before the commencement of your holiday. If the balance is not received by the due date, as specified on your booking form, then your holiday will be treated as a cancellation and you will remain liable to pay the balance of the rent.
- All cancellations must be immediately notified by telephone and then in writing.
- **If you cancel your holiday more than 10 weeks before it is due to start then your deposit will be returned minus a £50.00 administration charge.**
- **If you cancel less than 10 weeks prior to the holiday then the deposit of 25% will be kept. The full balance remains due and is not refundable unless we can re-let your week/weeks.**

- **We strongly advise that you take out comprehensive travel insurance to cover all eventualities. If you choose not to then you accept responsibility for any loss that you may incur.**
- We are not liable for refunds or expenses you incur in the event that we are prevented from fulfilling your booking, as a result of circumstances beyond our control, if you are due to arrive in **less than 10 weeks**. Such circumstances shall include (but not be limited to) war, terrorism, riots or civil unrest, industrial action, flooding, natural disaster, epidemics, health risks or such similar events ("Force Majeure"). This is the reason why we strongly recommend that you have adequate holiday insurance in place to cover this.
- In the event of an emergency at the cottage such as a power failure, burst pipe, failure of the hot water supply or a leak in the roof etc, and we need to cancel your booking to carry out emergency repairs, notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- **The number of persons using the accommodation must not exceed 4 named guests** and only those people listed on the booking form can occupy the cottage. **It is not acceptable to turn up with extra guests.** We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- **We do not accept children under 8 years of age.** Wheal Call is not safe or suitable for young children. However, with prior agreement only, we may accept "immobile babies" ie: not yet crawling or toddling. In this case, cots must be provided by the guest as the baby must not sleep in the beds.
- **We do allow dogs at Wheal Call but only with prior discussion and written permission.**
- Bookings cannot be accepted from persons under eighteen years of age.
- We reserve the right to refuse a booking without giving any reason.

- We or our representative reserve the right to enter the cottage at any time to undertake essential maintenance or for inspection purposes. We will always endeavour to contact you first to arrange a mutually convenient time if work needs to be carried out.
- **Check-in: Tenancies commence at 3:00pm.**
Please contact us in advance by email to request a later check-in. If you are delayed by traffic, please call our mobile on 0771 3630217 to re-arrange your check-in. We have other commitments and cannot wait at the cottage indefinitely to see you in and give you the keys.
- **Check-out: Guests are required to vacate the apartment by 10:00am on the day of departure.**
This allows us to thoroughly clean and prepare the cottage for the incoming guests. If there has been an accidental breakage, please notify us as soon as possible so that we can replace the item before the next guests arrive.
- **Cleaning:** Please ensure that all the kitchen utensils, crockery, cooking pans, oven trays, oven and microwave are left clean, as you found them. Please wipe the oven after each use and use the aluminium foil provided to line the oven trays. The oven takes a lot of cleaning time to make good if left dirty.
- We reserve the right to make a charge to cover additional cleaning costs if guests leave the property in an unacceptable condition.
- **Rubbish:** Please put all the rubbish, including all recyclable items, in the black bags provided and then into the green wheelie bin in the courtyard by **9:00am each Friday**. Chenoweth Trading Ltd will collect the bags from the courtyard and sort all the rubbish. We are charged per bag, so please fill the bags as explained at check-in.
- Wheel Call is not on main drains and relies on a sewage treatment plant. **Guests must not put any fat, bleach or harsh cleaning products down the drains!**
- Please only put toilet paper in the toilets.
- **Linen:** All the beds will be made up, unless you request that the linen is left in its commercial laundry plastic wrapping.

- **Smoking or the use of candles anywhere inside the premises will result in the immediate termination of occupancy and forfeiture of all payments.** This must be strictly adhered to and any damage or extra cleaning caused by smoking or using candles will be at your expense.
- Following new **Fire Safety Guidelines** (1st October 2023), 'Smoking' to also include vapes and e-cigarettes.
- **E-bikes** are not permitted on the premises (inside or outside) and, therefore, charging of E-bikes is not allowed.
- **Electric Vehicles** - There is still poor provision of EV charging in West Penwith. It is forbidden to charge your electric car at Wheal Call as we have no outside charging point. In addition, as the track forms part of the SW Coastpath, it is deemed unsafe for members of the public using the track.
- **Charging of any personal electronic items** such as mobile phones etc, must be done with OEM (original manufacturer's equipment/batteries). Charging must not be carried out overnight or when the cottage is empty.
- **Security Deposit** - In making a booking you accept responsibility for the cost of the electricity you use and any theft, breakage or damage caused by you or any member of your party. In making the booking you agree to indemnify us in full for any loss that we may incur as a result of such loss or damages.
- Guests are liable to pay **the actual cost of the electricity** they use during their stay and including the changeover cleaning period. A meter reading will be taken at 3:00pm each changeover Friday. The resultant cost will be deducted from your **Security Deposit** before it is returned via BACS.
- A security deposit of **£200.00** will be requested and is paid along with your Baklance via BACS. The security deposit will be returned within **one week** of the end of your holiday, less the cost of electricity used and less the cost of any damage/breakages. **You will not be able to enter the cottage until the Security Deposit is paid.**

- Damage to the property and/or contents: Please treat the cottage and facilities with due care so that other guests may continue to enjoy them. In the event that you notice any damage, please let us know immediately so that we can take the appropriate action. We do not charge for minor breakages. If there have been any breakages during your stay, we would be grateful if you could advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.
- **Security: Please lock both the doors and the security gate and make sure you close the windows whenever you leave the property unoccupied.**
- In the event that any **keys** issued are not returned at the end of your stay, the cost of replacement locks will be charged to you. Please note, the security gate lock is very expensive to replace.
- You may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building. Please notify us immediately of any problems and we shall endeavour to fix them immediately. Please do not attempt to mend things yourselves.
- Parents/guardians are responsible for the behaviour of all children under 18.
- Charging of electric vehicles is not permitted at Wheal Call as there are no outside facilities for this and extension cables must not be used from the inside of the cottage on to the southwest coast path at any time.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others. Please be considerate in using the track as it forms part of the southwest coastpath and when passing our neighbours.
- Any problem or complaint which the guest/s may have concerning their holiday must be immediately reported directly to us and we will

endeavour to put matters right. Any complaints not reported to us at the time and only reported after you have returned from holiday will not be considered by the owner.

- **We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.**
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.