

APPLETREE TERMS AND CONDITIONS:

FLEXIBLE BOOKINGS DURING THE CORONAVIRUS PANDEMIC

To give you the confidence to book ahead, we're making the following temporary amendment to our normal terms and conditions during the Coronavirus pandemic. If your holiday has to be cancelled due to UK government-mandated closure of your accommodation, stay at home directive or ban on non-essential travel, we'll transfer your deposit to a future booking up to the end of 2022, subject to availability and variation of price.

We are also waiving the requirement to pay your balance eight weeks before arrival for holidays booked up to 1st May 2021; you'll now only need to pay your balance one week before you arrive. (This date may be extended nearer the time).

We reserve the right to revise this temporary amendment at any time. This flexible approach applies to new bookings.

- 1 In these T&C's "you" or "your" means the person named in the booking confirmation "we", "us", "our" or "Appletree" means Appletree, 2 Matthews Field, Church Road, St Mary's, Isles of Scilly TR21 0NA.
- 2 When you are making a booking with us, you are deemed to have accepted these Booking Terms and Conditions.
- 3 We may accept or decline bookings entirely at our discretion.
- 4 Booking can only be made by an adult aged at least 18 years old.
- 5 You, as the person making the booking, will be responsible for all members of your party throughout the stay and their adherence to these Booking Conditions.
- 6 A booking can only be made if a deposit is paid. When a deposit is paid a formal agreement has been made between you and us. Our Terms and Conditions form part of that agreement and are available online and by email.
- 7 The Booking Deposit is non re-fundable.
- 8 For bookings made 8 weeks or more in advance, a booking deposit of one third of the total amount payable for the booking is required to secure your booking.
- 9 The Balance must be received by us 8 weeks prior to your arrival date.
- 10 For bookings made less than 8 weeks in advance, the total amount is due at the time of booking.
- 11 We strongly advise you to take out full holiday insurance and to take this out when making a booking.
- 12 We will confirm your pricing for your booking at the time of booking.
- 13 Should any damage be done to the accommodation, other than normal wear and tear, you will be billed for the full cost of replacement or repair.

14 We will do our best to supply any additional items purchased however, due to our remote location sometimes items are unavailable. If this should happen a refund will be made to you of any items not supplied.

IF YOU HAVE TO CANCEL YOUR BOOKING

15 If you wish to cancel your booking you must let us know by email or in writing as soon as possible.

16 Once you have paid your deposit you are liable for the balance as set out in our written confirmation of your booking, including in the event of cancellation.

17 Notwithstanding the above, if you have to cancel your booking, we will endeavour to secure another booking for the accommodation at the same price and if successful we will only charge you a £50 administration fee and refund the remaining money paid. We will not be liable to make any refund to you if we are unable to secure another booking for the same dates as your booking.

NB CANCELLATION CHARGES FOR ONLINE BOOKINGS - PLEASE SEE YOUR ONLINE COMPANY BOOKING CONFIRMATION FOR DETAILS.

18 If we have to change or cancel your booking due to circumstances beyond our control we will attempt to find you suitable alternative accommodation.

LIMITATION OF LIABILITY

19 Save for death or personal injury, resulting from our negligence, Appletree will not be liable for any costs whatsoever during your stay at Appletree.