



Tide & Stay Ltd - Website Terms & Booking Conditions Policy

1. About Us

This website is operated by Tide & Stay Ltd (“we,” “us,” “our”).

Company Registration Number: 17172503

Registered Address: Tide & Stay Ltd
4 Sand Martin Close
Charter Alley
RG26 5GD

Email Address: enquiries@tideandstay.co.uk

Telephone Number: 07359 266 755

2. Use of This Website

By accessing and using our website, you agree to comply with these Terms & Conditions.

You agree not to:

- Use the website for unlawful purposes
- Interfere with the operation or security of the website
- Attempt to gain unauthorised access to systems or data

We may update, suspend, or withdraw the website at any time without notice.

3. Booking Process

Bookings made through our website are subject to availability and confirmation.

When you make a booking:

- You agree to provide accurate and complete information
- A contract is formed once payment is received and booking confirmation is issued
- Property-specific terms and cancellation policies apply and will be shown at the time of booking

4. Use of Booking Platform (Lodgify)

We use Lodgify as a third-party platform to process bookings.

By making a booking:

- You acknowledge that your booking details are processed through Lodgify
- Payment transactions may be handled via Lodgify’s integrated payment providers

Tide & Stay Ltd remains responsible for the provision of accommodation and customer service. Lodgify acts solely as a technology provider and is not a party to your booking contract.



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5. Pricing and Payments

- All prices are displayed in GBP (£) unless stated otherwise
- Prices include applicable taxes unless stated
- Payment terms (including deposits and balances) will be clearly shown at the time of booking

We reserve the right to correct pricing errors.

6. Cancellations and Refunds

Cancellation and refund terms are specific to each property and will be clearly stated at the time of booking.

Guests are responsible for reviewing these terms before confirming a booking

7. Right to Cancel (Consumer Contracts Regulations)

Under the Consumer Contracts Regulations 2013, the standard 14-day cooling-off period does not apply to accommodation bookings for specific dates.

Cancellation rights are limited to the terms provided at the time of booking.

8. Guest Responsibilities

Guests agree to:

- Comply with all house rules provided for the property
- Respect the property, neighbours, and local community
- Do not exceed the maximum occupancy
- Avoid causing damage, nuisance, or illegal activity

Unless expressly agreed in writing, properties may not be used for parties, events, or gatherings.

We reserve the right to terminate a stay without refund in cases of serious breach.

9. Access and Arrival

We will provide check-in details prior to arrival. Guests are responsible for ensuring they have the correct information.

We are not liable for delays caused by incorrect information provided by the guest, travel disruption, or failure to follow check-in instructions.

Where access issues arise, we will make reasonable efforts to assist, but immediate access cannot always be guaranteed.



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10. Cleaning Standards

We aim to ensure all properties are cleaned to a professional standard before arrival.

If you are dissatisfied with the cleanliness of the property, you must notify us within 24 hours of arrival so we can address the issue. We cannot consider claims made after this time.

11. Damage and Additional Charges

Guests are responsible for any damage beyond normal wear and tear.

We reserve the right to charge for:

- Repairs or replacements
- Additional cleaning
- Missing items

12. Maintenance and Repairs

In the event of a breakdown of appliances, utilities, or facilities, we will make reasonable efforts to arrange repairs as soon as possible.

No refunds will be given for temporary failure of utilities or equipment beyond our control, provided reasonable steps have been taken to resolve the issue.

13. Property Information

While we make reasonable efforts to ensure that property descriptions, images, and information are accurate, they are provided for guidance only and may be subject to change.

We do not guarantee that all details will be error-free or identical at the time of your stay.

14. Liability

Tide & Stay Ltd acts as a managing agent for property owners.

While we make reasonable efforts to ensure that properties are accurately described and maintained to an appropriate standard, we do not accept liability for any loss, damage, or injury arising from your stay, except where such loss results from our negligence, breach of contract, or where liability cannot be excluded under applicable law.

Nothing in these Terms & Conditions excludes or limits our liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Any matter for which it would be unlawful to exclude or limit liability

Guests are responsible for taking reasonable care during their stay and for securing their personal belongings.



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15. Force Majeure

We are not liable for any failure or delay in performing our obligations due to events beyond our reasonable control, including but not limited to natural disasters, extreme weather, pandemics, government restrictions, utility failures, or travel disruptions.

16. Website Availability

We do not guarantee that the website will always be available, uninterrupted, or error-free.

We are not responsible for:

- Technical issues beyond our control
- Temporary outages or maintenance

17. Intellectual Property

All content on this website, including text, images, property descriptions, logos, and branding, is the property of Tide & Stay Ltd or its licensors and is protected by copyright and intellectual property laws.

Property images and descriptions may be provided by property owners or professional photographers and remain subject to their respective rights.

You may use this website for personal, non-commercial purposes only. You must not:

- Copy, reproduce, or distribute content
- Use images or materials for commercial purposes
- Modify or reuse content without permission

18. Links to Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for their content, policies, or practices.

19. Privacy and Cookies

Your use of this website is also governed by our:

- Privacy Policy
- Cookie Policy

20. Travel Insurance

We strongly recommend that guests obtain appropriate travel insurance to cover cancellations, travel disruption, and personal belongings.

21. Right to Refuse or Cancel Bookings

We reserve the right to refuse or decline bookings at our discretion, including where we reasonably believe the booking may result in a breach of these Terms & Conditions.



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We also reserve the right to cancel bookings where necessary due to circumstances beyond our control, property unavailability, or safety concerns. In such cases, a full refund will be provided.

22. Payment Disputes and Chargebacks

We reserve the right to challenge chargebacks or payment disputes where a booking has been validly made, and services have been provided in accordance with these terms.

23. Lost Property

We are not responsible for items left at the property. Where possible, we may assist in returning lost items, but this may incur a handling and postage fee.

24. Unacceptable Behaviour

We reserve the right to remove guests from the property without refund if their behaviour is deemed unsafe, illegal, or causes significant disturbance to neighbours or damage to the property.

25. Entire Agreement

These Terms & Conditions, together with any property-specific terms, constitute the entire agreement between you and Tide & Stay Ltd.

26. Severability

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

27. Assignment

We may transfer our rights and obligations under these Terms & Conditions to another organisation. You may not transfer your booking without our prior consent.

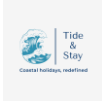
28. Changes to These Terms

We may update these Terms & Conditions from time to time. The latest version will always be available on our website.

29. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.



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30. Complaints

If you have a complaint, please contact us:

Postal Address: **Tide & Stay Ltd**
4 Sand Martin Close
Charter Alley
RG6 5GD

Email Address: enquiries@tideandstay.co.uk

We will always aim to respond promptly and resolve any issues.