

The Keltic Holidays Charter

In the interests of providing the best possible service, Keltic Holidays abides by the following customer charter. We ask you read the terms and conditions contained therein, and by booking with Keltic Holidays we assume that you agree to them.

- The objective of Keltic Holidays is to provide quality holiday accommodation for a fair price.
- Keltic Holidays will deal with all customers fairly and equally, and will provide clear communications at all stages of a customer's holiday.
- Keltic Holidays will aim to present accommodation and provide services to a good standard.
- The pictures displayed are of the actual properties, and areas surrounding them. Please note however, that the decoration and layout is not identical for all properties. However the facilities provided are the same in all cases.
- In the event that anything falls below standard, Keltic Holidays will endeavour to make good the shortfall as quickly as possible. To this end, we ask customers to report any problems at the start of the holiday.
- Notwithstanding that, Keltic Holidays does welcome customer feedback. Please feel free to pass any suggestions on to either our agents on site, or write to us after your holiday.
- During your stay, we ask that you take reasonable care of the properties. In between guests, the properties will be professionally cleaned. We do not ask that guests clean thoroughly on departure, however we do ask that the properties are presented in a tidy state so that the cleaners can do their job. All our properties are now strictly No Smoking / No Pets.
- In the event that proper care is not taken, Keltic Holidays will bring the matter to the attention of the guests, and ask that the matter be rectified. Ultimately, Keltic Holidays reserves the right to ask guests to leave any property immediately.
- Keltic Holidays deals primarily with family holidays. We do however accept non-family groups in certain properties. In this case we will demand a damage/cleaning deposit which will be fully refunded if the property is left in a reasonable state.
- At Perran View, both Keltic Holidays and our guests are also bound by the rules imposed by the site management. In the unlikely event that any guests are ordered to vacate the site by the site management, Keltic Holidays is unable to enter into any debate on the matter, which is between the guests and the site management.
- The Keltic Holidays policy is not to check the inventory at our properties prior to guests departure. Furthermore, normal wear and tear, as well as small breakages are to be expected and will not be charged for. Keltic Holidays does however reserve the right to charge for any unreasonable damage. In this event we will notify guests of any problem as soon as possible after their holiday. An invoice covering the actual costs of replacement and repair as well as reasonable administration charges will be issued. In any event, we request that guests report any breakages immediately, so that repair/replacement can be made.

Keltic Holidays price list 2009 (v1)

Start Date	Perran View 2 bed	Perran View 3 bed	Heron Cottage	Start Date	Perran View 2 bed	Perran View 3 bed	Heron Cottage
3 Jan	£220	£220	£300	4 Jul	£400	£450	£450
10 Jan	£220	£220	£300	11 Jul	£450	£500	£475
17 Jan	£220	£220	£300	18 Jul	£550	£600	£570
24 Jan	£220	£220	£300	25 Jul	£620	£695	£570
31 Jan	£220	£220	£300	1 Aug	£620	£695	£570
7 Feb	£220	£220	£300	8 Aug	£620	£695	£570
14 Feb	£220	£220	£300	15 Aug	£620	£695	£570
21 Feb	£220	£220	£300	22 Aug	£620	£695	£570
28 Feb	£220	£220	£300	29 Aug	£620	£695	£570
7 Mar	£220	£220	£300	5 Sep	£300	£350	£450
14 Mar	£220	£220	£300	12 Sep	£250	£250	£400
21 Mar	£220	£220	£300	19 Sep	£250	£250	£400
28 Mar	£220	£220	£300	26 Sep	£220	£220	£400
4 Apr	£220	£220	£300	3 Oct	£220	£220	£300
11 Apr	£220	£220	£300	10 Oct	£220	£220	£300
18 Apr	£220	£220	£300	17 Oct	£220	£220	£300
25 Apr	£220	£220	£300	24 Oct	£220	£220	£300
2 May	£240	£240	£320	31 Oct	£220	£220	£300
9 May	£240	£240	£320	7 Nov	£220	£220	£300
16 May	£240	£240	£320	14 Nov	£220	£220	£300
23 May	£300	£350	£320	21 Nov	£220	£220	£300
30 May	£250	£300	£400	28 Nov	£220	£220	£300
6 Jun	£250	£300	£400	5 Dec	£220	£220	£300
13 Jun	£250	£300	£400	12 Dec	£220	£220	£300
20 Jun	£250	£300	£400	19 Dec	£220	£220	£300
27 Jun	£250	£300	£400	26 Dec	£220	£220	£300

Grey weeks are now fully booked

**Please make cheques payable to Keltic Holidays
Send completed forms to**

**Keltic Holidays
Elm Farm
Tatworth
Nr Chard
TA20 2SB
UK**

Telephone

01460-221162