

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 or as soon as the problem is identified. Any claims made where this has not been done cannot be considered.
- 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 2010

Start Date	Perran View 2 bed	Perran View 3 bed	Heron Cottage	Start Date	Perran View 2 bed	Perran View 3 bed	Heron Cottage
26 Dec	£220	£220	£300	3 Jul	£400	£450	£450
2 Jan	£220	£220	£300	10 Jul	£450	£500	£475
9 Jan	£220	£220	£300	17 Jul	£600	£650	£570
16 Jan	£220	£220	£300	24 Jul	£645	£695	£570
23 Jan	£220	£220	£300	31 Jul	£645	£695	£570
30 Jan	£220	£220	£300	7 Aug	£645	£695	£570
6 Feb	£220	£220	£300	14 Aug	£645	£695	£570
13 Feb	£220	£220	£300	21 Aug	£645	£695	£570
20 Feb	£220	£220	£300	28 Aug	£645	£695	£570
27 Feb	£220	£220	£300	4 Sep	£300	£350	£450
6 Mar	£220	£220	£300	11 Sep	£250	£300	£400
13 Mar	£220	£220	£300	18 Sep	£250	£300	£400
20 Mar	£220	£220	£300	25 Sep	£220	£220	£300
27 Mar	£220	£220	£300	2 Oct	£220	£220	£300
3 Apr	£220	£220	£300	9 Oct	£220	£220	£300
10 Apr	£220	£220	£300	16 Oct	£220	£220	£300
17 Apr	£220	£220	£300	23 Oct	£220	£220	£300
24 Apr	£220	£220	£320	30 Oct	£220	£220	£300
1 May	£220	£250	£320	6 Nov	£220	£220	£300
8 May	£220	£250	£320	13 Nov	£220	£220	£300
15 May	£220	£250	£320	20 Nov	£220	£220	£300
22 May	£220	£250	£320	27 Nov	£220	£220	£300
29 May	£300	£350	£400	4 Dec	£220	£220	£300
5 Jun	£250	£300	£400	11 Dec	£220	£220	£300
12 Jun	£250	£300	£400	18 Dec	£220	£220	£300
19 Jun	£250	£300	£400	25 Dec	£220	£220	£300
26 Jun				1 Jan			

Grey weeks are now fully booked

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

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

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