

Accommodation - Commission Terms for Free Listings

A **10% commission** is payable on the total value of all bookings (including VAT if applicable).

1. Commission is payable when an accommodation provider accepts a booking request from a potential client received by email from the www.fowey.co.uk website.
2. The standard commission rate for online bookings is 10% on the total value of the booking placed. This commission will be deducted from the accommodation provider's quoted accommodation rate.
3. Where a dispute occurs between the client and the accommodation provider and a compensatory reduction is given to the client, the commission will not be refunded in any circumstances.
4. Enjoy! Fowey acts as a provisional booking agent only and is, therefore, not responsible for no-shows, thus commission is still payable in all circumstances.
5. If the booked accommodation is not available for any reason, it is the accommodation provider's responsibility to find alternative accommodation for the client. There is no responsibility whatsoever on Enjoy! Fowey in these circumstances.

How the online booking process works

- If an accommodation provider has chosen a free listing, stays cannot be booked instantly on the website.
- Instead the customer will be required to enter everything bar their card details and click submit.
- An automated email will be sent to the accommodation provider with the availability request. The customer's contact details do not appear on this email.
- The accommodation provider will have 36 hours to respond to that request by clicking on an automated link saying Yes or No.
- If they click No or don't respond in time, then the customer will be informed that the room is unavailable.
- If they click Yes, then an automated email is sent to the customer with a link to www.fowey.co.uk which allows them to pickup and continue the booking and enter their financial details.
- The customer has 24 hours from this email dispatch to complete the booking online.
- If they don't complete the booking, the option is cancelled and the accommodation provider will receive an email to say that the customer didn't complete the booking.
- If they do complete the booking then the customer and accommodation provider will receive notification by email of the booking.
- The customer will then need to pay the remainder of the booking in accordance with the accommodation provider's normal terms. It is the accommodation provider's responsibility to inform the customer of the payment process.