



HolidayRentals.org.uk

Booking Conditions

- 1. Deposits:** Bookings will only be accepted upon receipt of a completed booking form plus a deposit payment of 20% of the total cost of the holiday, which is non refundable. Upon receipt you will be issued a confirmation of booking letter. Provisional bookings will be held for a period of 7 days only pending receipt of the deposit. After this time bookings will automatically be cancelled without referring to the customer.
- 2. Final Payment:** Once the booking form is received and accepted the applicants are liable for payment of the balance of rent, plus any additional charges, eight weeks before the arrival date. Non payment by the due date will be treated as cancellation and the owner may re-let the property without reference to the applicants, who remain liable for payment of the full amount although credit will be given for any rents received as a result of re-letting, less expenses. We do not send reminders - the balance due date is indicated on the booking confirmation letter.
- 3. Cancellations:** If your holiday is unavoidably cancelled or curtailed due to a cause beyond your control our Brokers Holiday Cancellation Insurance (see attached) may cover the holiday cost or proportion of lost holiday. We will only accept your booking if you either have your own Cancellation Insurance (and provide a copy) or take out the Holiday Cancellation Insurance offered by our Brokers.
- 4. Brochure Information:** The information contained in the brochure and on the website is believed to be accurate at the time of going to press. Whilst we take all responsible steps to ensure the accurate reproduction of brochure text and photographs, we cannot accept responsibility for errors contained in the brochure or the results thereof. The holidaymaker must accept that minor differences between the text and the photographs and the actual property may arise. All distances are approximate.
- 5. Method of Payment:** Payment may be made by cheque, postal order or cash. Cheques or postal orders should be made payable to Mr. D. R. Chester. In no circumstances are post-dated cheques acceptable. Any charge raised against us by our Bank for handling dishonoured cheques will be passed on to the applicant. Please note if cash is sent through the post, it is posted at the holidaymakers' own risk.
- 6. Holidaymakers Obligations:** The holidaymakers agree:
 - To pay for all gas, electricity, fuel and telephone charges incurred during the tenancy where these services are not included in the rental.
 - To pay for any losses or damages to the property however caused, reasonable wear and tear excluded. Breakages should be reported as soon as possible. Total costs of any losses or breakages must be paid for within 7 days of the breakage/loss.
 - To take good care of the property and leave it in a clean and tidy condition at the end of the letting. Cleaning services are not provided during the tenancy. If specialist cleaning is required after the letting, this charge will be passed on to the holidaymaker.
 - To permit the owners reasonable access to the property.
 - Not to part with possession of the property or share it except with members of the party shown on the booking form.
 - Not to exceed the number of people stipulated in the property description.
 - Not to cause any annoyance or become a nuisance to occupants of adjoining premises.
- 7. Duration and Times of Lettings:** Lettings commence at 3pm on the first day of the tenancy and end at 10am on the day of departure. Our cleaners clean between 10am and 3pm on a Saturday prior to your arrival and it is essential, therefore, that you do not arrive before 3pm. If incoming holidaymakers arrive before 3pm and enter the property they will have to accept the property as it is and complaints regarding cleanliness will not be accepted. The booking cannot be exceeded unless approval in writing is given by the owners and the tenants will be liable for any cost of whatsoever nature incurred because of an unauthorised extension.
- 8. Non-availability of Property:** If for any reason beyond the owners control the property is not available on the date booked or the property is unsuitable for holiday letting, all rent and charges paid in advance by the applicants will be refunded in full, but the applicants shall have no further claim against the owners.
- 9. Liability:** The owners do not accept liability for any act, neglect or default for any other person not within their employ, nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property which the tenants or any other person may suffer or incur arising out of or in any way connected with the letting.
- 10. Complaints:** All complaints must be notified to the owners immediately so that an on-the-spot investigation can be made if necessary and remedial action taken if required. In no circumstances will any complaint be accepted if raised after the holiday letting has ended when the holidaymaker has denied the owners the opportunity of investigating the complaint and endeavouring to put matters right during the currency of the holiday letting. In no circumstances will any complaint regarding cleanliness be accepted after 10am on the Monday following the start of the holiday letting.
- 11. Pets:** Pets are only permitted with the prior consent of the owner and where permitted are to be kept under control and exercised off the premises. Pets are not permitted in the bedrooms or on the furniture and the owners do not accept responsibility for their safety. A charge of £15 per booking per week will be made for pets.
- 12. Breach of Contract:** If there should be a breach of any of these conditions the owner reserves the right to re-enter the property and terminate the tenancy without prejudice to the other rights and remedies of the owners.
- 13. Authority to Sign:** The person who signs the booking form certifies that he or she is authorised to agree the booking conditions on behalf of all persons included on the booking form, including those substituted or added at a later date. The signatory must be a member of the party intending to occupy the property and be over the age of 18 years.
- 14. Administration Charge:** Amendments or alterations to the holiday booking at your request, or reissue of the confirmation letter due to loss of the original, will be subject to a £15 administration fees of adjoining premises.