



Accommodation Booking Terms and Conditions

Your contract is with us and as referred to in these Booking Conditions and are for the property known as **2, Coastguard Cottages, Keyhaven**. References to 'you' or 'your' are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contract with us so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

1. Making your booking

When you book the Property with us you should return the completed Booking Form to us together with your payment for the Initial Deposit. Please note that the Initial Deposit is only refundable if you cancel your booking within seven days of receiving our written / email confirmation of your booking.

Your booking is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

Once the completed Booking Form and the Initial Deposit have been received and accepted by us, we will issue you with our written confirmation. The contract between us will only be formed when we send you our written confirmation and is subject to these terms and conditions. We reserve the right to refuse any booking prior to the issue of our written confirmation. If we do this we will promptly refund any money you have paid to us.

You should carefully check the details of our written confirmation and inform us immediately of any errors or omissions.

2. Paying for your booking

You are required to send to us your payment for the balance of the Rental and the Security Deposit at least eight weeks prior to the Arrival Date as set out in our written confirmation. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

We will hold the Security Deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings (excluding reasonable wear and tear). We will return the Security Deposit to you within 14 days of your departure, less any deductions (if required) in accordance with the conditions listed.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our written confirmation as soon as possible.

You will also be required to confirm your cancellation in writing (by email / letter) to the addresses shown on our written confirmation. A cancellation will not take effect until we receive written confirmation from you.

If you cancel your booking within seven days of receiving our written (by email) confirmation, we will refund the balance of any money you have paid us. After such period, if you cancel your booking more than eight weeks prior to the Arrival Date, we will retain the Initial Deposit and refund the balance of any money you have paid to us.

If you cancel your booking less than eight weeks prior to the Arrival Date, we reserve the right to retain the Initial Deposit and the Rental, and refund the balance of any money you have paid to us. In these circumstances we will refund the Rental (less any additional costs incurred) to you if we are able to secure an alternative booking for the Property.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your accommodation

You can arrive at your accommodation after 16:00 hours on the Arrival Date of your holiday and you must leave by 11:00 hours on the Departure Date.

If your arrival will be greatly delayed, you must contact the person on our written confirmation as soon as possible in case alternative arrangements need to be made with regard handing over the keys to the property.

6. Your obligations

- You agree to comply with these terms and conditions and those set out in the property manual and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.
- You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, clean and in good condition. Bedding and towels and other laundry belonging to the house will be washed by the property owner. Please leave all used sheets and pillowcases, towels, bathmats, tea cloths and kitchen towels in a pile in the bathroom after your stay.
- You agree neither to cause any damage to the walls, doors or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.
- You agree to pay for any serious loss or damage (excluding reasonable wear and tear) unless the costs can be fully recovered under the Security Deposit or under the owner's insurance policy.
- You agree to report any items that are broken, damaged or lost so that the owner can replace or repair these items before the next guests arrive.
- You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

- You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).
- You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.
- You agree to allow us or any representative of ours access, if required, at any reasonable time during your stay for the purpose of essential repairs or garden maintenance.

7. Complaints and losses

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it. However compensation cannot be made for any complaints that are made after the holiday period has ended and you have denied the owner or their representative access to resolve such matters.

We cannot accept responsibility for any items left behind at 2, Coastguard Cottages after you have vacated the property, however, for the cost of the postage we will return them to you by post.

8. Law

The contract between you and us is governed by the law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of England and Wales.

These booking conditions were completed on 31st September 2015