

## **BOOKING TERMS FOR THE HIRE OF GARDEN COTTAGE (THE PROPERTY)**

Reservations are accepted by Rockbourne Properties only on the basis of the information on the Booking Form together with the following booking conditions:

### **1. Contract**

Rockbourne Properties acts as booking agents on behalf of its owners and is described below as 'The Agents'. The contract entered into is between the owner of the holiday accommodation and the holiday maker hereinafter referred to as 'The hirer'. The contract only becomes operative when the required payment has been received and confirmation has been sent to the hirer.

### **2. Payment**

For reservations made more than 8 weeks before the holiday start date there is a deposit of 1/3 of the rental cost. In the case of bookings made less than 8 weeks before arrival full payment is due on booking.

### **3. Balance Outstanding**

The full balance of the total holiday cost is payable to the agency not later than 8 weeks before the arrival date and if not paid the agency reserves the right to cancel the holiday booking, in which case the deposit will not be refunded.

### **4. Cancellation**

The holiday cost **does not** include cancellation insurance which is the responsibility of the hirer and details are provided. If, for any reason the hirer cancels the holiday and the booking cannot be relet, the hirer is still liable for the full cost of the holiday including any unpaid balance. If the agency relets the property a full refund of the amount paid will be made after the deduction therefrom of a £25 administration fee.

### **5. Booking alterations by the hirer**

Any alterations to a booking by the hirer will be subject to an administration charge of £25.

### **6. Booking alterations**

If, for any reason beyond its control, the agency has to cancel the arrangements made for the hirer a full refund will be made of the rental money paid.

### **7. Damage, losses and extra cleaning**

The hirer is responsible for leaving the accommodation in good order and in a clean condition. The hirer further undertakes to pay for any damage or losses incurred during occupation or any extra cleaning costs incurred, such charge will be at the rate of £12 per hour. The owner reserves the right to repossess the property if excessive damage has been caused by the hirer or a member of the party. In certain cases a deposit of £50 will be added to the final payment which will be refunded less the cost of any damage, losses or extra cleaning incurred during the occupation; the refund being made within 3 weeks of the hirer's departure.

### **8. Numbers in party/suitability**

The number of persons occupying the property and surrounding grounds must not exceed the maximum the number stated in the property description. The agency reserves the right to refuse any booking that, in its opinion, is unsuitable for the property concerned.

### **9. Occupancy**

Occupancy shall be from 3 p.m. on the day of arrival (the holiday start) to 10 a.m. on the day of departure (the holiday finish), as shown on the booking form unless otherwise agreed by the agency or the owner.

### **10. Pets**

Well-behaved dogs (please ask if more than one) are welcome at an extra charge of £15 per week provided:

- It is kept under strict control at all times as there are sheep, horses and pheasants nearby.
- Any fouling must be cleared up immediately
- It must not be left alone in the property
- The owner is responsible for providing a dog basket or bed for the dog to sleep on
- The dog may not lie on beds or chairs, and hair must be well cleared up before departure.

Failing this a charge will be made for extra cleaning.

### **11. Liability**

Whilst the agency makes every effort to ensure that the brochure description is accurate and that the property meets the required standards the agency cannot accept responsibility for any alterations made to the property or its amenities which are beyond its reasonable control. Nor can it accept responsibility for any injury, sickness, loss, damage, additional expense or inconvenience, directly or indirectly caused by or arising out of the use of condition of the property and its appearance, plumbing, electrical or otherwise, exceptional weather conditions or owner's negligence. Further, no responsibility is accepted for the personal belongings, cars and their contents of the hirer or any member of the party during the holiday.

### **12. Complaints**

If the hirer considers that he has cause for complaint concerning the property the matter should be taken up with the owner.