



BOOKING CONDITIONS FOR 4 HARBOUR VIEW BRANCASTER STAITHE

Reservations whether made by telephone, on-line, in writing or via email are accepted by Harriet Huntsman (The Owner).

1. Contract of Hire

The Contract of Hire is not effective until The Owner despatches to the Hirer written confirmation of the booking. Harriet Huntsman does not accept bookings from Hirers under the age of 18.

Harriet Huntsman acts as the Owner. Any contract of hire of the property shall be between you, the Hirer and the holiday home owner. When you book a property through The Owner, you enter into a contract with the owner of the property. Harriet Huntsman is responsible for the administration of your booking as the Owner.

2. Initial Payment

Bookings will be confirmed upon receipt by The Owner of the required deposit payment. However if booking is made within 8 weeks of the holiday commencement date, the full accommodation rental will be required.

3. Balance Payment

Balance of the Hire will be due for payment 8 weeks before the holiday commencement date. The Owner has the right to cancel a holiday where full payment has not been received less than 28 days before the holiday commencement date. The deposit made on the booking is non-refundable.

4. Security Deposit

The Owner charges a refundable security deposit for the property for each rental period. Under normal circumstances this deposit is returned in full between 7 and 14 days after the end of each rental period on return of the keys to the property. The deposit is held by The Owner and any deductions taken from it are determined by the Owner.

5. Damage

All damages and breakages are the legal responsibility of the Hirer and should be notified to The Owner before the end of your holiday. These costs are deducted from the security deposit; should the costs exceed the total value of the security deposit any balance is payable on demand. However, minor damage or breakages will not normally be charged.

6. Confirmation of Booking

Once The Owner has issued a Confirmation of Booking/Invoice, the Hirer is responsible for the total published price of the property and any extras as shown on the confirmation.

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7 **Booking Cancellation**

If you are forced to cancel your holiday you must inform The Owner immediately. Your deposit is non-refundable. You will remain liable for full payment if you cancel within eight weeks of your holiday commencement date unless we are able to re-let all or part of the period booked.

8 **Holiday Insurance**

We strongly advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation and amenities, where offered. However, The Owner does not seek to exclude or limit legal liability for the negligence of her servants or agents.

The Owner cannot accept liability for happenings outside her reasonable control such as breakdown of domestic appliances, plumbing, wiring and temporary invasion of pests, damage resulting from exceptional weather conditions or negligence resulting in loss, injury or accident.

9 **Party Numbers**

In no circumstances may more than the maximum number of persons (6) occupy the property specified on the booking form. The Owner reserves the right to refuse admittance if this condition is not observed. In addition, the owner reserves the right to refuse or revoke any bookings from parties that may in their opinion and their sole discretion be unsuitable for the property concerned.

10 **Hirers' Responsibilities**

The Hirer is responsible for the property and is expected to take all reasonable care of it.

Cleaning

The property must be left clean and tidy, all equipment and utensils etc must be clean and put away at the end of the hire period. Should the property be found to require significant extra cleaning as a result of the condition in which it is left then these additional costs will be deducted from the security deposit.

We ask that on the day of departure all the beds, which have been slept in, are stripped and the sheets left in the rooms.

Bins

Please note the day your refuse needs to be put out. There should be a notice in the kitchen telling you when this needs to be done. If the refuse is not put out it means the next guests will be confronted with an over flowing bin, which is not pleasant. Similarly,

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if your party generates more refuse than can be accommodated, please take the excess to the nearest recycling centre. Please take your bottles away with you to be recycled. Unfortunately, if this is not done we will have to charge a call out fee of £25 to collect and dispose of any refuse/bottles. This will be taken from your security deposit.

Environmental Considerations

At the end of your stay please endeavour to turn all the lights off, electrical appliances off at the wall and turn down heating thermostats to an economic level. Instructions can be found in the information file in the house.

11 **Pets**

Special attention should be paid when pets are welcomed into the property. There is a charge of £15 per pet to cover any additional cleaning costs, but please note that pets are not permitted on furniture or beds. Every effort must be made to minimise additional mess created by having your pet on holiday with you and any extra costs incurred as a result of pets will be charged to your security deposit.

12 **Use of the Accommodation & Amenities**

The Owner reserves the right to repossess the holiday home at any time, where the Hirer or any member of the Hirer's party has caused excessive damage or is found to be conducting themselves in an illegal, offensive or immoral fashion. The Owner shall not be liable to make a refund of any remaining portion of the hire terms paid.

13 **Availability**

The Hiring Contract is made on the understanding that the property and its facilities advertised will be available for the dates stated. In the unlikely event that the property is not available through events arising outside the control of The Owner, then The Owner may be forced to cancel the booking. The Hirer will be advised as early as possible. If possible the Hirer will be offered suitable alternative accommodation, which if not acceptable will entitle the Hirer to a full refund. The Hirer will not as a result have any further claims against The Owner.

14 **Arrivals and Departures**

Changeover Days

Full week breaks arrival and departure day is Saturday, arriving 4pm onwards departing the following week on the same day at 10am prompt.

Weekend breaks are 3 nights – arrive Friday 4pm onwards departing Monday 10 am prompt.

Midweek breaks are 4 nights – arrive Monday 4pm onwards departing Friday 10 am prompt.

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Please do not arrive early, unless previously arranged, as time is needed to thoroughly clean the property between lets. We also ask that you leave the property by 10am on departure day for the same reason. If housekeepers are delayed due to a late departure of guests there will be a late leaving charge of £25 applied to your security deposit.

Keys

Keys are usually posted to you prior to your holiday. Keys must be returned in the self-addressed envelope and posted recorded delivery after your holiday unless other arrangements are made with The Owner.

Left Luggage

In the event that you leave something behind in the property, please inform us straight away so that the housekeeper can be aware to locate your property for you. We are happy to post things back to you will apply a £15 minimum charge.

15 **Customer Service**

If you are unhappy with your booking or the way it has been handled, please let us know immediately and we will endeavour to put the matter right as soon as possible.

If there are any problems that arise during your stay, you should contact us immediately and we will endeavour to put the matter right as soon as possible. No correspondence can be entered into in the case of complaints made after you have returned home when it will be appreciated that it is quite impossible for them to be effectively investigated.

We will do all we can to rectify the matter. If we are unable to do this and in our opinion your complaint is justified, we will arrange a re-imbusement of the cost of your holiday or part thereof.

Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury, for which purpose public liability insurance is carried by the property owner.