

1. Agreement

- 1.1 These terms and conditions form the basis of the agreement between you and the owners for the holiday rental of the Property named in the Invoice/Confirmation ("the Property").
- 1.2 By signing the Booking Form you agree that you are over 18 years of age and that you accept full responsibility for all payments due and for the consequences of any actions of all persons who will use the Property during your holiday.

2. Booking

- 2.1 The owners will confirm the booking on receipt of the Booking Form and a deposit of one quarter of the holiday rental fee ("the Deposit").
- 2.2 Once the owners have confirmed the booking from you and have received the Deposit then an agreement exists between us on these terms and conditions.
- 2.3 The owners will accept a provisional booking and reserve the Property for your holiday provided that we receive the Deposit from you within 7 working days.
- 2.4 If the holiday is due to start within 8 weeks of the date of booking the total of the holiday rental fee is payable at the time of booking.
- 2.5 No subsequent changes may be made to any part of the Booking Form without the owner's express written approval.

3. Final Payment

- 3.1 The balance of the holiday rental fee less any Deposit will become due 8 weeks before the start of the holiday. The owners will not send you a reminder or a receipt unless you have requested one. If the balance is not received on time the owners reserve the right to cancel your booking and retain the Deposit.

4. Cancellation

- 4.1 You may cancel your booking at any time provided you do so in writing to the owners but you will remain liable for the full balance of the holiday rental fee. The owners will seek to re-let the Property for all or part of the booking period and, if successful, will refund the money paid by you less an administrative charge of £40.
- 4.2 The owners reserve the right to re-let at a discount or for a shorter period in which case we will pay the refund or a proportion of it if the Property is re-let for a shorter period, less the discount and administration charge.
- 4.3 The owners do not operate any scheme of cancellation or travel insurance and you should obtain your own insurance cover for the holiday.
- 4.4 The owners reserve the right to cancel the booking any time in the event of circumstances beyond the reasonable control of the owners or if in the reasonable opinion of the owners it is necessary to undertake essential works at the Property. In these unlikely circumstances the owners will endeavour to offer a suitable alternative holiday rental property. If no such alternative holiday is agreed between us then the owners will refund in full all money received by us for the booking. The owners will not otherwise be liable for any loss incurred by you as a result of the cancellation.

5. Occupation of the Property

- 5.1 You must not use the Property for any purpose other than that of a holiday.
- 5.2 The number of people staying in the Property must not exceed the maximum number agreed with the owners and the use of tents or sleeping in motor vehicles adjacent to the Property is not permitted.
- 5.3 You must not use the Property for any activity or in such a way as to cause nuisance or annoyance to the owners, its visitors or its neighbours.
- 5.4 You and your guests must comply with any reasonable regulations relating to the Property, or the site within which the Property is situated.

6. Your Obligations

- 6.1 You agree to keep the Property and its contents in the same condition and repair as on your arrival at the Property.
- 6.2 A security deposit of £500 is payable at the time of booking and this will be returned to you within 2 weeks of your departure, minus any charges incurred for lost, damaged or soiled items, for cleaning in the event that the house is not left in a clean and tidy state, or labour charges in the event that furniture is moved and not returned to its designated location.
- 6.3 You agree to pay to the owners upon written demand any costs in excess of £500 incurred in making good any loss or damage to the Property or its contents caused by your action or omission or that of any guest accompanying you.
- 6.4 No pet is permitted at the property, guide dogs or hearing dogs excepted. If you use a guide dog or a hearing dog and wish to stay at one of our properties, please discuss with the owners, who will make every effort to accommodate your needs within localised property restrictions.
- 6.5 You must allow anyone authorised by the owner to enter the Property during the holiday. The owner will endeavour to give you reasonable notice of such a visit except in an emergency when immediate access must be allowed.
- 6.6 You must ensure that the Property is left in a clean and tidy condition on your departure at the end of your holiday. The owner may make a charge for any additional cleaning if this is considered necessary.

7. The Owner's Right to Refuse/Terminate

- 7.1 The owners reserve the right to refuse any booking.
- 7.2 The owners reserve the right to terminate this Agreement and ask you and your guests to leave immediately if this is deemed necessary by the owners as a result of your behaviour or that of your guests or any other material breach by you of the terms of this Agreement.

8. Arrival and Departure

- 8.1 The holiday rental period begins at 4.00pm on the first day of the booking period and ends at 10.00am on the day of the departure unless otherwise agreed with the owners. If your stay extends beyond this period you may be subject to a charge for the additional days.

9. Description and facilities

- 9.1 The owners will endeavour to inform you at the time of booking of any changes to the brochure or web site description of the Property. The owners do not accept any liability for any works or activity of any sort occurring on its premises adjoining or neighbouring the Property.

10. Tenancy

- 10.1 This Agreement is for the purposes of a holiday rental only and does not create the relationship of Landlord and Tenant between you and the owners. You will not be entitled to a tenancy or to any other form of statutory security of tenure as a result of this Agreement

11. Complaint

- 11.1 If you have any cause for complaint during your holiday at the Property please notify the Property Manager who will make all reasonable efforts to assist and resolve the issue. The owners will not normally make any refund or recompense in respect of a complaint made after departure if the complaint was not made known to the Property Manager during the holiday rental period.

12. Lost Property

- 12.1 The owners shall not be responsible for loss or damage to any of your belongings or for any injuries sustained by you or any of your guests unless caused by the negligence or default of the owner.