

Dorset Holiday Lets

Hyde Woods, Hyde, Wareham, Dorset BH20 7NT

Telephone 01929 471087, Mobile 07973 189395

www.dorsetholidaylets.co.uk

TERMS & CONDITIONS FOR LETTING SELF CATERING HOLIDAY ACCOMMODATION

It is important that these conditions are read carefully and understood.

1. BOOKING AND DEPOSIT –

- a. **BOOKING DIRECT** - To make a reservation please complete the booking form on the website at our www.dorsetholidaylets.co.uk . We will confirm and provide instructions for payment. No reservation will be accepted from any person under 18 years.

To confirm a booking, a deposit of **£150 per house per week**. The deposit is not refundable in the event of cancellation by the guest unless made within 24 hours of payment.

Payment can be made by bank transfer, cheque (both preferred due to high commission charges on credit cards and PayPal). Cheques should be made payable to Dorset Holiday Lets. Payment can also be made by PayPal or credit card via the PayPal system, (you do not need a PayPal account to pay by credit card. Our PayPal account will be provided if required.

On receipt of your online reservation form and deposit, the accommodation will be reserved (subject to availability). Our confirmation of holiday reservation, plus our official receipt for the deposit received, will be forwarded to you by e-mail. The address details of the property booked will also be provided at this stage.

If in the unlikely event, on receipt of the deposit, we are unable to reserve accommodation for you, the full amount of the deposit received will be returned to you. Payment of the deposit assumes acceptance of these terms and booking conditions by you. The guest may in no circumstance re-let or sublet the property, even free of charge.

- b. **BOOKING VIA 3RD PARTY** - EG TripAdvisor – Both your deposit and final payment on 3rd party website will be taken by the provider as shown on the 3rd party website. Payment of the deposit assumes acceptance of these terms and booking conditions by you. The guest may in no circumstance re-let or sublet the property, even free of charge.

2. FULL PAYMENT –

- a. **BOOKING DIRECT** - The balance of the letting fee will be due eight weeks before the start of your stay. No booking is finalised until the total payment, including damage deposit (see below), is received. If a booking is made for accommodation within eight weeks of the start of the rental period the full letting fee must be paid with your reservation.

- b. **BOOKING VIA 3RD PARTY** - Both your deposit and final payment on 3rd party website will be taken by the provider as shown on the 3rd party website.

We reserve the right to refuse any reservation without being under obligation to give any reason and accept no liability in respect of the refusal. All monies paid by the guest for the reservation will be refunded.

3. **DAMAGE DEPOSIT -**

- a. **Booking direct or via booking.com** - A refundable deposit of £100.00 is also required with your full payment and held against loss, damages, breakages and excess cleaning charges. The damage deposit will be returned after deductions, if applicable, within approximately 10 days after the end of the guest's stay.
- b. **Booking via a 3rd party website except booking.com** - Your damage deposit will be collected and returned by the 3rd party website.

Damages:- Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found.

If any breakages or damage are not reported to the owner, or the property not left thoroughly clean and tidy and this amounts to more than the Damage Deposit, an invoice for the additional amount will be sent to the guest, which must be paid within seven days. Failure to do so may result in legal proceedings.

4. **CANCELLATION -**

- a. **Booking Direct-** Cancellations must be confirmed in writing and acknowledged by the owner. If you cancel your booking within eight weeks of the start of your stay, then the rental charge is payable in full. If the accommodation is re-let a refund of the letting fee will be made to the guest less any shortfall in the total value of the booking incurred on the re-letting and less 15% administration charge on the full occupation charge for the period re-let.
- b. **Booking via a 3rd party website** - The cancellation rules will be displayed on their website and will apply.

You are strongly advised to take out cancellation insurance to cover this eventuality.

5. **CHECK IN** - Lettings normally commence at 15:00 unless otherwise agreed.

Please note that if you do have problems when you arrive please contact the owners of the property on 01929 471087 or David King's mobile 07973 189395 or Tricia King's mobile 0797 1041736.

6. **CHECKING OUT** Guests are required to vacate the house by 10:00 on the day of departure. This allows the accommodation to be cleaned and prepared for incoming guests. A charge may be levied on guests staying beyond this time of £10.00 per hour. The guest is required to leave the house clean and tidy, empty waste bins into the respective dustbins outside, clean dirty dishes & pans; empty dish washer, clean the oven and BBQ (if used/provided). **The owner reserves the right to make a charge to cover additional cleaning costs if the guest leaves the property in an unacceptable condition.**

7. **KEYS** - The key to the front door will be found in a key safe by the front door. The combination to the key safe and instructions will be sent to you before the start of your stay. The key should be returned to the key safe at the end of your holiday otherwise there may be a charge. Loss of keys will incur a charge

equivalent of that to change the locks and obtain new keys, payable by the visitor. If the guest becomes locked out during their holiday there may be a call-out fee for the owner to visit the property and regain access (£20 charge will be made between 9am – 5pm Mon – Fri, £30 charge will be made out of office hours PAYABLE ON ARRIVAL). If a locksmith is required due to the fault of the guest, the charge will be payable by the guest.

8. **ISSUES** – We are sure you will find our house clean and comfortable. However if upon arrival, in the unlikely event you have any issues with our house, please notify us immediately so that we can promptly rectify the issue and not impact your stay. Issues must be reported to us within 24 hours otherwise the owner will not be responsible or liable for any impact on your stay.
9. **BROADBAND WiFi** - The internet connection is available (at no extra cost) subject to technical availability.
10. **NUMBER OF PERSONS** - The house is normally for four persons. A folding bed can be provided if required for a 5th person upon request at a cost of £30 per week. (Please note the folding bed is ideally suitable for a 1-2 night stays for an adult or for a child or small person for a longer period). The folding bed can be placed in one of the bedroom although it will be a little, or you can use the folding bed downstairs. The number of persons occupying the property must not exceed four persons unless by prior arrangement and confirmed in writing by the owners.
11. **GROUPS OF SINGLE PERSONS** - Parties of single person are not normally accepted by the Owner. The property is intended for use by families or couples only.
12. **UNREASONABLE BEHAVIOUR** - We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
13. **ACCESS TO OUR HOUSE** - We or our representative reserve the right to access our house at any time during your stay to undertake essential maintenance or for inspection purposes, however we will always make every attempt to notify you first, to agree a mutually agreeable time.
14. **CAR PARKING** - The official parking space for **28 Taverner Close** is at the back in the enclosed gated area. Access is from the next close on the left. However there are several visitors' spaces (marked as "private") at the front, which can be used if necessary and if vacant. The official parking space for **30 Colbourn Close** is to the left of the house in bay marked 30. There are other visitors bays unmarked or marked as private which can also be used. Please do not park in any of the other numbered parking places, as they are reserved for the other residents. Use of the car park space or communal parking spaces is at the user's own risk.
15. **BED LINEN & TOWELS.** –Bed Linen is normally included in the rental price, with exceptions for longer stays. No one is permitted to sleep in or occupy the beds in the accommodation except between sheets or duvet covers and with a pillow

case on any pillow as provided by the owners. Bath and hand Towels are provided. On no account must these towels be taken out of the property.

16. **PETS** -We apologise for any inconvenience but we believe the property is unsuitable for pets and **no pets are allowed**.
17. **SMOKING or VAPING** -For the Comfort of all our guests we operate a "**No Smoking or Vaping**" policy inside the house.
18. **PERSONAL INSURANCE COVER/LIABILITY**- Visitors are strongly advised to arrange travel insurance cover against personal loss. The use of the accommodation is at the visitor's risk and no liability will be accepted by the owner for injury to occupants, loss or damage of belongings. Your insurance company will be pleased to advise you.
19. **GAS AND ELECTRICITY AND CENTRAL HEATING** -Central heating will not normally be on during the period between 1st May and 30th September. There are no additional charges for gas or electricity from April to October. From November to March the electricity and gas is charged at cost.
20. **WEBSITE INFORMATION** Every effort is made to ensure that the information contained on our own Website and 3rd party websites are accurate, however property details may vary over time from the photographs and descriptions on the websites. The Owner accepts no liability for inaccuracies save for those that are fundamental and thereby reasonably relied upon by the guest. We reserve the right to change, add or remove equipment in our holiday lets and the description and photo on the internet may not necessary match what is provided. If any item is important to you please check with us before booking.
21. **Liability**: The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building. The owner cannot accept responsibility for any material loss, damage, additional expense to them, their belongings including vehicles or vehicle contents belonging to the guest, or any member of the party during their occupancy, or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, gas, electrical services or exceptional weather. The maximum liability accepted by the agent/owner will be the total cost of the holiday as paid by the guest to the agent/owner. No other expenses such as travelling costs or alternative accommodation will be accepted.
22. **CONTRACT**- The Owners reserve the right at their absolute discretion to refuse or cancel any Reservation or any arrangements made without being under obligation to assign any reason therefore. In such event no liability in respect of the refusal or cancellation shall fall upon the Owner nor the Owner's Agents save only that they shall refund to the Occupier the monies already paid by him or her in respect of such reservation. The visitor and his/her party have the right to occupy the accommodation for the purpose of a holiday or short stay only and are not protected tenancies under the Rent and Housing Acts. It is not permissible to assign, let, part with possession of the accommodation, nor allow any other person other than those named on the booking form received to occupy the accommodation.