

Terms & Conditions – 14 Trim Street, short-term holiday let

1. Contract

The contract is between the Visitor and the Owner of 14 Trim Street. It will be entered into once the booking form has been completed, the deposit processed and a booking confirmation letter has been issued, either by email or post.

2. Occupancy

The number of occupants in the property must not exceed that agreed at the time of the booking. We reserve the right to refuse entry to the entire party if this condition is not respected. If knowledge of additional guests is made aware once entry to the property has already been made we reserve the right to either:

- i/ Agree an additional charge for the extra people and take payment immediately, or
- ii/ Ask the whole party to leave immediately without any refund of money paid for unused days, or
- iii/ Retain the damage deposit.

3. Arrivals / Departures

Rentals start, unless otherwise agreed, at 5pm (1700hrs) on the day of arrival and terminate at 11am (1100hrs) on the day of departure. Failure to vacate all, or part of, the property by the required time may result in further charges.

Property Entry:

Your confirmation letter or email will contain details of an electronic entry key system to the property and a contact number, should you incur any problems.

4. Payment

50% of the total rental cost is to be paid at the time of booking.

The balance, along with the damage deposit, is due at least 42 days before the beginning of the holiday. Failure to pay the balance on or before the due date shall be construed as a cancellation on your part and any deposit paid will be forfeit (unless otherwise agreed).

If a booking is made less than 42 days before the commencement of the rental, full payment, by cleared funds is required at the time of booking.

We accept the following forms of payment:

- Cheque: In pounds sterling made payable to Anne Freeman. Cheques should be posted to 13 Wickhouse Close, Saltford, Somerset, BS31 3BZ.
- Bank Transfer: Pounds sterling (all charges to be paid by the Visitor). Bank details available upon request.

5. Charges

A damage deposit of 20% of your booking will be secured against all bookings.

Damage deposits for rental periods longer than 4 weeks are to be advised at the time of booking.

Should further costs arise it will be communicated with the Tenant within 2 weeks of their departure and the balance refunded accordingly. Should no extra charges arise, deposits will be refunded within 2 weeks of your departure.

Property: Allowing for reasonable wear and tear, it is the Visitors responsibility to keep the interior and contents of the property in the same state of repair and cleanliness as at the beginning of the rental period. In the event of any breakages, damage or extra cleaning required after the Visitor has vacated, we will notify the Visitor by e-mail within 2 weeks of vacating the premises advising of damages caused and any costs incurred.

6. Services

Non chargeable

As part of your contract the property is cleaned on a weekly basis on the changeover day. Linen and towels are changed once a week when the property is being cleaned.

Chargeable

Additional services listed on the website are chargeable at the time of booking.

7. Cancellation

All cancellations must be made in writing. In such an event we will make every effort to re-let the property. If we are successful then full repayment of any funds paid, less a £100 administration fee, will be made. However, if we are not successful in re-letting the property then any funds paid will be forfeit. We therefore strongly recommend cancellation insurance. If we are forced to cancel your booking for reasons outside our control we will reimburse any sums already paid by you in respect of the accommodation. We will be under no further obligation or liability for any losses or expense arising from these alterations. There are no further circumstances for which we will be liable for a refund. We reserve the right to cancel any letting should you or any member of your party cause damage to the property, its furniture or contents or should you create a serious disturbance.

8. Right of Entry

We shall be allowed access to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

9. Complaints

In the unlikely event of a complaint, please contact us as soon as you can. Please remember complaints are more easily resolved while you are still in the property.

10. Liability and Insurance

We cannot, in any circumstances, accept liability for any personal injury, loss of life, damage, loss or accident to personal property. Visitors are advised to check their own insurance covers any loss or damage to personal property during their stay and to ensure adequate personal and travel insurance is taken out.

Every effort is made to ensure the information on our website is correct and accurate at the time of your booking, however we cannot accept any liability for discrepancies.

Please also note we are not responsible for the content, security or data policies of any linked websites connected and accessed via our website.

11. Facilities

The property is serviced with electricity, broadband, fuel, kitchen appliances and kitchenware, linen, towels and robes and all are included for your use in the rental cost. The property will be serviced weekly (unless requested and agreed otherwise at time of booking): Your accommodation will be cleaned, the beds changed and towels replenished.