

Dorset Holiday Lets

Hyde Woods, Hyde, Wareham, Dorset BH20 7NT

Telephone 01929 471087, Mobile 07973 189395

CONDITIONS FOR LETTING SELF CATERING HOLIDAY ACCOMMODATION

1. BOOKING AND DEPOSIT - A provisional booking will be held for 1 week only. To confirm a booking a deposit of **£150 per house per week** is required for each reservation. Unfortunately, the deposit is not refundable in the event of cancellation by the visitor. Cheques should be made payable to Dorset Holiday Lets. On receipt of your reservation form and deposit, the accommodation will be reserved (subject to availability). Our confirmation of holiday reservation, concerning the accommodation plus our official receipt for the deposit received, will then be forwarded to you by e-mail. The address details of the property booked will also be provided at this stage. If 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.

2. FULL PAYMENT -The balance of the letting fee will be due eight weeks before the start of the tenancy. 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. 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 visitor for the reservation will be refunded.

3. DAMAGE DEPOSIT - A returnable deposit of £100.00 is held against loss, damages, breakages and excess cleaning charges. The damage deposit will be returned after deductions, if applicable, within approx. 10 days, following receipt of the keys.

4. CANCELLATION - Cancellations must be confirmed in writing and acknowledged by the owner. If you cancel your booking within eight weeks of the start of the tenancy 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 Hirer less any shortfall in the total value of the booking incurred on the re-letting and less 12% administration charge on the full occupation charge for the period re-let. You are strongly advised to take out cancellation insurance to cover this eventuality.

5. NUMBER OF PERSONS - The house is normally for four persons. A Z-Bed can be provided if required for a 5th person upon request at a cost of £70 per week. (Please note the Z-bed is ideally suitable only for a child or small person) The number of persons occupying the property must not exceed four persons unless by prior arrangement and confirmed in writing by the owners.

6. 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.

7. CAR PARKING - The official parking space for **Taverner Close** is at the back in the enclosed gated area. Access is from the next Close on the left. However there are three visitors' spaces at the front, which can be used if necessary and if vacant. The official parking space for **Colbourne Close** is to the left of the house in bay marked 30. There are other visitors bays unmarked which can also be used. Please do not park in any of the other 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.

8. RESERVATIONS -Reservations are normally accepted from **Saturday to Saturday** during the main holiday season (being May to September inclusive). To arrange a reservation please complete the booking form on the website and e-mail it to us together with payment details. No reservation will be accepted from any person under 18 years. It is important that these conditions are read carefully and understood.

9. BED LINEN etc. -Bed Linen is included in the rental price. 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 can be provided if required at an optional extra. See Booking form for costs. On no account must these towels be taken out of the property.

10. PETS -We apologise for any inconvenience but we believe the property is unsuitable for pets and **no pets are allowed.**

11. SMOKING -For the Comfort of all our guests we operate a "**No Smoking**" policy.

12. PERSONAL INSURANCE COVER/LIABILITY - Visitors are strongly advised to arrange 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.

13. PROVISION OF 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 holiday. The key should be returned to the key safe at the end of your holiday. Loss of keys will incur a charge equivalent of that to change the locks and obtain new keys, payable by the visitor. If visitors become locked out during their holiday there may be a call-out fee for the owner to visit the property and regain access (£15 charge will be made between 9am – 5pm Mon – Fri, £25 charge will be made out of office hours PAYABLE ON ARRIVAL).

14. ARRIVAL AND DEPARTURE- The accommodation will normally **NOT BE AVAILABLE UNTIL 3.00 p.m. on the arrival date**. On the day of departure the visitor should leave **NO LATER THAN 10.00 a.m.** 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.
A Charge may be levied on guests staying beyond the time of vacation, £10.00 per hour.

15. BREAKAGES AND CLEANLINESS - The accommodation is made available for letting on the understanding that it is left in a **THOROUGHLY CLEAN AND TIDY CONDITION** at the time of vacating by the visitor. The visitor must also ensure that **ALL SURPLUS FOOD AND DRINK, etc.** are disposed of and that **ALL WASTE IS put in the appropriate bins provided (some rubbish should go in the blue recycle bin).** **The Rubbish is collected on a (to be advised). PLEASE ENSURE THE BINS ARE PUT OUT THE BACK IN COLBORNE CLOSE the night before.**

The visitor will be held responsible for any damage or breakages that occur and such incidents **must be reported to the owner and the required compensation paid before departure**. If any breakages or damage are not reported to the owner, or the property not left thoroughly clean and tidy and this amount to more than the Damage Deposit, an invoice for the additional amount will be sent to the applicant, which must be paid within seven days. Failure to do so may result in legal proceedings.

16. 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.

17. BROADBAND INTERNET ACCESS Either a Mobile Broadband USB stick or WiFi access will be provided with instructions. If a USB stick is provided this will normally be left in the house but occasionally we may post to you in advance. The stick and instructions must be returned in full working order as instructed at the end of your holiday otherwise the cost of a replacement USB stick and usage will be deducted from your damage deposit. If WiFi access is provided the WiFi unit must not be moved within the house or removed from the house.

18. WEB BROCHURE INFORMATION Every effort is made to ensure that the information contained our owners Web site is accurate, but the Owner accept any liability for inaccuracies save for those that are fundamental and thereby reasonably relied upon by the Hirer.

19. 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 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.

20. OWNER'S RIGHT OF REFUSAL, ALTER AND CANCELATION - The Owners may cancel or alter arrangements made for the Visitor whether before or during the holiday period provided that such cancellation or alteration is necessary:

- a) due to circumstances beyond the reasonable control of the Owner; or
- b) to perform or complete essential remedial or refurbishment works.

If a booking is altered or cancelled by the Owner due to circumstances beyond their reasonable control, the owner will take reasonable steps to offer a suitable alternative booking. If the owner is not able to offer an alternative or the Visitor does not accept the alternative offered, the owner will return to the Visitor all the money paid by the Visitor to the owner in respect of the accommodation and will not otherwise be liable for any loss caused by such alteration or cancellation.