

# BOOKING TERMS AND CONDITIONS – *Shawpad Villa*

1. **AUTHORITY TO SIGN** – The person who signs the booking form certifies that he or she is authorised to agree the Booking conditions on behalf of all the persons included on the booking form, including those substituted or added at a later date. The signatory must be a member of the party occupying the property and be 21 years or over. Bookings cannot be accepted from parties of young people under the age of 21.
2. **PAYMENT** – Bookings are to be accompanied with a non-refundable deposit of 25% of the rental. The balance of the Rental must be paid 12 weeks prior to the commencement of the holiday. The full rental is payable if the occupation date is less than 90 days from the date of the booking.
3. **HIRERS OBLIGATION** – The Hirer agrees
  - a) To pay for any breakages, losses or damage to the property.
  - b) To take good care of the property and leave it in a clean and tidy condition at the end of the tenancy.
  - c) To permit the owners and agents reasonable access to the property to carry out any urgent maintenance if necessary.
  - d) Not to sublet or share the property except with the persons nominated on the Booking Form.
  - e) To use (arm) the supplied house alarm whenever the property is empty
  - f) Not to smoke or allow any smoking in the house
  - g) Not to allow any pets in the house.
  - h) No move anything from inside in the garage or house outside the house/garage (except pool equipment/ pool toys) – e.g. not move games tables from the garage onto the front drive.
  - i) Use the internet facilities responsibly and legally.
4. **AMENDMENTS** – If after booking you decide to alter any details we will do our utmost to make the requested change provided that we are informed at least 12 weeks prior to your arrival.
5. **CANCELLATION** – If the Hirer wishes to cancel the booking for non-insurable reasons he or she should advise us immediately by telephone followed by confirmatory letter. Upon receipt of such a letter we will (but with no obligation whatsoever to the Hirer) use our best endeavours to obtain a replacement letting and if such a replacement is obtained will refund to the Hirer any monies paid less an administration charge. If we are not able to relet the property we shall be entitled to retain all payments to and to recover, if not already paid, the balance of the hiring charge as follows:

Over 90 days notice, 50% of the rental charge  
Less the 90 days notice, 100% of the rental charge.
6. **ARRIVAL AND DEPARTURE TIMES** – Properties are available after 4.00p.m on the day of arrival and must be vacated by 10.30a.m. on the day of departure.
7. **REFUNDABLE SECURITY DEPOSIT** – At the time of full and final payment a £200.00 per week returnable deposit is required to cover:
  - a) Breakage's – After each occupancy an inventory check is taken and you will be held liable of any damage to the furniture, property, patio furniture, pool screens, child safety fence, household goods assuming wear and tear, the replacement cost of which will be deducted from the security deposit.
  - b) Telephone calls – calls that are not within the designated free zone will be taken from the security deposit.
  - c) Keys – A charge of £50.00 is made should the key be lost/stolen or broken, as locks have to be replaced.
  - d) Rubbish – A charge will be made if there is excess rubbish left in the house when you depart.
  - e) Cleaning – If additional cleaners are required due to the state of the house, a supplementary charge may be levied.
8. **FORCE MAJEURE** – We accept no responsibility for and shall not be held liable in respect of loss or damage or changed caused by force majeure events (e.g. strikes, fire, flood, and weather conditions) or any event beyond our control.
9. **LIABILITY** – We cannot accept liability for the acts of our principles whom we have no control (such as management companies). We cannot accept any liability whatsoever for any injury sustained by the guests or any other visitors to the home or swimming pool, spa, fountain or surrounding pool area or for any loss or damage, How ever so caused, to any property brought to the premises. All information concerning the properties is checked to ensure the accuracy of the description, unless otherwise discussed with client at time of booking. We are not responsible for an information/data that is viewed/downloaded via the internet connection for the duration of your stay.
10. **INSURANCE** – The client is strongly advised to take out adequate cover, never travel without insurance. We are not responsible for any deaths, injuries, illness, loss or damage to property including vehicle or that of any guest, however caused.
11. **PRICE GUARANTEE** – The invoice price to you at the time of booking remains fixed and there will be no additional surcharges unless additional services are requested.
12. **AVAILABILITY** – Some services that are offered in this villa are subject to conditions that are outside our immediate control (e.g. electricity, TV, phone). While we will endeavour to correct the problem, we cannot be held responsible for problems outside of our control.
13. **POOL** - If supplemental heating monies have been paid for the pool and/or spa; the thermostats for the heater will be set to 84°F for the pool and 99°F for the SPA – the heating will be enabled from 8:30am to 7:30pm. The pool blanket must be placed over the pool every night, to ensure minimal heat loss.

Signed. \_\_\_\_\_

Date. \_\_\_\_\_