

Terms & Conditions

1. The Booking

The booking is a contract between the owner of the property and the person signing the booking form known as 'the hirer' during the occupation of the property for a holiday let, for the specified period.

A booking will only be accepted in writing on the owners booking form, accompanied by the specific deposit or full rent (see below) and a contract will exist between the hirer and owner on receipt by the applicant of a written confirmation of the booking from the owner. The owner reserves the right until then to refuse the booking and return any payments made.

2. Authority to sign

The hirer confirms that he or she has read and understood the description of the property being booked as found on the web site, brochure or supplement. The applicant is responsible for the property and ensuring that all members of the party observe these booking conditions. The applicant must be over 18 years old.

3. Provisional reservations.

Are held for 5 days only and if by that time no completed, signed booking form and deposit (or full payment if required) is received and the provisional booking will be cancelled by the agent with no further notice to the enquirer.

4. Payments

The full rent is due with bookings made than less than 8 weeks from holiday start date and for all short breaks. For booking made more than 8 weeks in advance, a deposit of 25% of the rent is required to secure the booking.

This deposit is non refundable. The balance of the total holiday cost is payable to the owner not later than 8 weeks before the holiday start date.

Failure to make full payment at the appropriate time may result in the cancellation of the booking and forfeiture of the existing deposit.

5. Paying for your holiday

Payment can be made by a cheque made out to J.Stanhope-Gosson..

6. Cancellation

It is an express condition that the whole of the rent is payable, even if for some reason the hirer is unable to take up the holiday accommodation at the agreed time. The hirer is strongly advised to arrange holiday cancellation insurance to give some protection in this event.

7. Insurance

The owner recommends that the hirer obtain their own comprehensive insurance cover for the holiday to cover such risks as cancellation, accident or breakdown. If a hirer has to cancel their holiday they must advise the owner whether or not they have cancellation insurance.

8. Cancellation procedures

The hirer should notify the owner immediately in writing. If the owner is not successful in re-letting the property by the balance due date, the hirer remains liable for the full cost of the holiday and must pay the balance in the normal way. If the owner re-lets the property after the balance has been paid, it will refund to same to the hirer less any incurred expenses.

9a) Changing dates; Applicants wishing to change dates on the property may do so provided the property is available and the owner is in agreement. In either event a £20 re-booking fee is payable.

b) Changing party details; Any changes or additions to your party details must be made in writing to the owner no less than three weeks before the holiday start date. Failure to inform the owner of any changes or additions may result in additional accommodation charges.

10. Number of people using the holiday accommodation

Except by prior arrangement confirmed in writing, no more than the maximum number of persons as stated and named on the booking form may occupy a holiday property. The owner reserves the right to revoke the booking if this condition is not observed. No refund shall be made in this event. The owner reserves the right to refuse or revoke bookings from parties which may in their opinion be unsuitable for the property concerned. In this instance, all hire charges will be refundable in full and the contract will be discharged.

11. Arrivals / departures

Holiday lets usually run from 2 p.m. on the day of arrival to 10 a.m. on the day of departure. Guests are kindly asked to arrive and depart according to the instructions contained in their booking particulars.

12. Hirers obligations

- a) The 'Hirer' is responsible for leaving the accommodation in good order and in same condition in which they found the property. Failure to comply with this condition may result in a charge for additional cleaning.
- b) To pay the cost of all damage caused by themselves or their party to fittings and contents (fair wear & tear excluded)
- c) Not to share the property with anyone who is not a member of the party as specified on the booking form.
- d) The 'Hirer' is responsible for ensuring that they or their party behave in a reasonable manner in respect to the property itself and the immediate environs during their holiday. In the case of any breach of this condition, which is considered serious by the agency and the owner, the right to repossess the property during the holiday time is reserved.
- e) To allow the owner or agents reasonable access for the purposes of inspection or repair.
- f) To comply with the security and safety precautions and rubbish disposal instructions.

13. Pets are not accepted at the property and we operate a strict No Smoking policy.

14. Problems or complaints

If you have any cause for complaint the owner is anxious that remedial action is taken as soon as possible. Any problems or deficiencies with the accommodation or contents should be reported to the owner at least within 24 hours. If you feel that the problem was not resolved to your satisfaction then you must within 30 days of returning from your holiday put your complaint in writing.

15. Matters beyond owners control

The owner cannot be held responsible for matters beyond their control such as noise, nuisance or disturbance resulting from building works, noisy neighbours or local events etc. Disruption of service from utility suppliers. Closure of shops or amenities described on the property details

16. Non availability of property

If for any reason beyond the owners control the property is not available for all or part of the period booked or the property has become unsuitable for holiday letting, the owner will make every reasonable effort to arrange for alternative accommodation. If this is not possible or acceptable to the applicant then the owners liability shall be limited to the refunds of all rents paid in respect of the period of unavailability.

17. Liabilities

While we make every effort to provide fair descriptions, there may be changes beyond our control for which we cannot be held responsible. Furthermore, the owner cannot be held responsible for any loss, damage, expense, accident, injury or inconvenience whether to persons or property which the occupier or any other persons may suffer or sustain arising from the use of the property and its amenities.