

## **Booking Terms and Conditions**

PLEASE READ THROUGH THE DETAILS BELOW, we apologise for the rather formal wording but we hope you find them understandable, fair and acceptable.

- 1/ The property known as 'Ludham Hall Cottage' is offered for holiday rental subject to confirmation by D L Ritchie ('the Owner') to the renter ('the Client').
- 2/ To reserve the properties the Client should complete and sign the Booking Form and return it together with payment of the initial non-refundable deposit (25% of the total rent due). Following receipt of the booking form and deposit the Owners will send you confirmation and formally accept the booking.
- 3/ The balance of the rent which includes a damage deposit (see Clause 4/) is payable not less than eight weeks before the start of the rental period. If payment is not received by the due date, the Owner reserves the right to give notice in writing that the reservation is cancelled. The Client will remain liable to pay the balance of the rent unless the Owner is able to relet the Property. In this event Clause 5/ of these booking conditions will apply. Reservations made within eight weeks of the start of the rental period require full payment at the time of booking.
- 4/ A damage deposit of £50 for every week of the rental period is required in case of, for example, damage to the property or its contents. However, the sum reserved by this Clause shall not limit the Client's liability to the Owner. The Owner will account to the Client for the breakage deposit and refund the balance due within two weeks after the end of the rental period.
- 5/ Subject to clauses 2/ and 3/ above, in the event of a cancellation, refunds of amounts paid will be made if the Owner is able to relet the property and any expenses or losses incurred in so doing will be deducted from the refundable amount. The client is strongly recommended to arrange a comprehensive travel insurance policy (including cancellation cover) and to have full cover for the party's personal belongings, public liability etc, since these are not covered by the Owner's insurance.
- 6/ The rental period shall commence at 4.00pm on the first day and finish at 10.00am on the last day. The Owner shall not be obliged to offer the accommodation before the time stated and the Client shall not be entitled to remain in occupation after the time stated.
- 7/ The maximum number to reside in the properties must not exceed the number entered on the booking form.
- 8/ The Client agrees to be a considerate tenant and to take good care of the cottage and to leave it in a clean and tidy condition at the end of the rental period. Although a final clean is included in our prices, the Owner reserves the right to make a retention from the breakage deposit to cover additional cleaning costs if the client leaves the cottage in an unacceptable condition.
- 9/ The Client shall report to the Owner without delay any defects in the property or breakdown in the equipment or appliances in the property, and arrangements for repair or replacement will be made as soon as possible.
- 10/ The Owner shall not be liable to the Client:
  - for any temporary defect or stoppage in the supply of public services to the cottage, nor in respect of any equipment or appliance in the cottage.
  - for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters beyond the control of the Owner.
  - for any loss, damage or inconvenience caused to or suffered by the Client if the cottage shall be destroyed or substantially damaged before the start of the rental period and in any such event, the Owner shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.
- 11/ Under no circumstances shall the Owner's liability to the Client exceed the amount paid to the Owner for the rental period.
- 12/ It is requested that pets are not left unattended in the accommodation or garden, are not allowed upstairs or on upholstered furniture, and should be exercised on a lead.
- 13/ The hirer agrees not to use the premises' broadband facilities for unlawful purposes.

This contract shall be governed by English Law in every particular including formation and interpretation and shall be deemed to have been made in England.