

For the purposes of these Terms and Conditions “We” and “Us” means Paul Lowin and Miranda Llewellyn of 3b Glamorgan Road Hampton Wick Surrey KT1 4HS

Agreement

1. These terms and conditions form the basis of the agreement between you and Us for the holiday rental of the Property (“the Property”) together with all other conditions set out on the web site.

1.1 By making a reservation by any means you agree that you are over 18 years of age and that you accept full responsibility for all payments due and for the consequences of any actions of all persons who will use the Property during your holiday. You are deemed to have read all the Booking Conditions and agreed to be bound by them.

2. Booking

2.1 We will confirm the booking on receipt of the reservation and a deposit of one half of the holiday rental fee (“the Deposit”).

2.2 Once We have received and accepted a reservation then an agreement exists between us on these terms and conditions.

2.3 You will pay The Deposit within 5 working days of making the booking.

2.4 If the holiday is due to start within 6 weeks of the date of booking the total of the rental fee is payable at the time of booking.

2.5 No subsequent changes may be made to any part of the Terms and Conditions without our express written approval.

3. Final Payment

3.1 The balance of the rental fee less any Deposit will become due 30 days before the start of the holiday, together with the appropriate security deposit and cleaning fee as detailed on Our website and the websites of or booking partners.

3.2 Additional Charges payable. A cleaning and laundry charge is payable for each reservation. These charges are detailed on the website and on the websites of our booking partners.

3.3 Our prices do not contain V.A.T.

4. Cancellation

4.1 You may cancel your booking at any time provided you do so in writing to Us but you will remain liable for 50% of the full balance of the holiday rental fee if you cancel less than 60 days prior to the booking start date.. In the event of cancellation within 30 days of the start of the reservation, you will remain liable for 100% of the holiday rental fee. In the event of a permitted cancellation We will refund only the appropriate proportion of any fees received by Us, fees and/or commissions charged by any rental partner or booking site are a matter for them.

4.2 We do not operate any scheme of cancellation or travel insurance and you should obtain your own insurance cover for your holiday.

4.3 We reserve the right to cancel the booking at any time in the event of circumstances beyond our reasonable control or if in our reasonable opinion it is necessary to undertake essential works at the Property. In these unlikely circumstances, We will

refund in full all money received by us for the booking. We will not otherwise be liable for any loss incurred by you as a result of the cancellation.

4.4 We reserve the right to allocate you to a different room in the event of unforeseen circumstances. If We do this, we will notify you as soon as practical. If you are re-allocated to a superior unit, you will not be charged extra. If you are re-allocated to a smaller unit you will have the right to either accept the re-allocation (and a refund of the difference in price if any) or to cancel your reservation and receive a full refund, provided that you cancel within 48 hours of Us notifying you of the change.

5. Change of Booking

5.1 We will endeavour to assist you in a transfer of a booking to an alternative date at your request and an administrative charge of £30 will be made in such a case in addition to any increased rent.

5.2 Changes cannot be accepted within one week of the start date of the holiday. If a change results in a reduction in the length of the holiday it will be regarded as a cancellation.

6. Occupation of the Property

6.1 You must not use the Property for any purpose other than that of a holiday.

6.2 The number of people staying in the Property must not exceed the advertised maximum occupancy (a baby in a crib may be permitted in addition) and the use of additional beds not provided by Us or sleeping in motor vehicles adjacent to the Property is not permitted.

6.3 You must not use the Property for any activity or in such a way as to cause nuisance or annoyance to neighbours.

6.4 You and your guests must comply with any reasonable regulations relating to the Property.

7. Your Obligations

7.1 You agree to keep the Property and its contents in the same condition and repair as on your arrival at the Property and to pay to Us upon written demand any costs incurred in making good any loss or damage to the Property or its contents caused by your action or omission or that of any guest or animal accompanying you, and your liability shall not be limited to any security deposit paid by you to us or our agents.

7.2 No pet is permitted at the property (guide dogs or hearing dogs are excepted.)

7.3 You must allow anyone authorised by Us to enter the Property during the holiday. We will endeavour to give you reasonable notice of such a visit except in an emergency when immediate access must be allowed.

7.4 You must ensure that the Property is left in a clean and tidy condition on your departure at the end of your holiday. We may make a charge for any additional cleaning if this is considered necessary by Us or Our representatives.

8. Our Right to Refuse/Terminate

8.1 We reserve the right to refuse any booking.

8.2 We reserve the right to terminate this Agreement and ask you and your guests to leave immediately if this is deemed necessary by Us as a result of your behaviour or that of your guests or any other material breach by you of the terms of this Agreement.

9. Arrival and Departure

9.1 The holiday rental period begins at 4.00 pm on the first day of the booking period and ends at 11.00 am on the day of the departure. If your stay extends beyond this period you may be subject to a charge for the additional days.

10. Description and facilities

10.1 We will endeavour to inform you at the time of booking of any changes to the web site description of the Property. We do not accept any liability for any works or activity of any sort occurring on the premises adjoining or neighbouring the Property.

11. Tenancy

11.1 This Agreement is for the purposes of a holiday rental only and does not create the relationship of Landlord and Tenant between you and Us. You will not be entitled to a tenancy or to any other form of statutory security of tenure as a result of this Agreement.

12. Complaint

12.1 If you have any cause for complaint during your holiday at the Property please notify Us or the manager who will make all reasonable efforts to assist and resolve the issue. We will not normally make any refund or recompense in respect of a complaint made after departure if the complaint was not made known to the Manager during the holiday rental period.

13. Lost Property

13.1 We shall not be responsible for loss or damage to any of your belongings or for any injuries sustained by you or any of your guests unless caused by our negligence or default.