

Terms and Conditions for Holiday Lettings

Laurie's End, 7 Parkwood Rd Wimborne Dorset. BH21 1LF

Length of bookings

We offer a minimum stay of 3 nights and a maximum of 30 nights.

Arrival and Departure

Guests may arrive from 4pm (unless earlier by arrangement) on the day of arrival and are to vacate by 10am on the day of departure.

We have a Keysafe to allow guests to arrive at their convenience. During the week before the holiday start date, we will email arrival instructions including the Keysafe code to the Lead Guest's supplied address. At the end of the stay, keys must be posted through the front door letterbox ie not returned to the Keysafe which must be left securely closed.

Bookings – Payment and Confirmation

A deposit of 50% of the price will be payable at the time of booking with the balance due 21 days before the holiday start date but no reminder will be sent. On receipt of the deposit, the booking will be confirmed by email where possible (or by post at the Owner's discretion) and if requested by the Guest with an invoice attached showing the amount paid, the balance and its due date. If the balance has not been received and acknowledged by the Owner 14 days before the holiday start date, **the booking will be cancelled and the deposit forfeit by the Owner without further reminder.**

For bookings made less than 21 days before the holiday start date, payment in full must be made either by bank transfer or in cash before the holiday start date with a receipted invoice given if requested.

All bookings are provisional until an email (or letter) has been sent by the Owner to the Lead Guest which confirms the booking. In the unlikely event of a double booking occurring, a first-come first-served basis will be adopted and a full refund given to the disappointed client where we are unable to confirm his booking.

The Owner may at his discretion refuse or cancel a booking up to and including the day of arrival if the Guest does not conform or appear to

conform to the Owner's Terms and Conditions whereupon the price paid will be retained by the Owner at his discretion.

Payment Modes

Payment of deposit and balance may be made by cheque made payable to the Owner, provided it is received by the Owner at least 28 days before the holiday start date. Payments made later than 28 days but no later than 14 days before the holiday start date may be made by cheque at the Owner's discretion or otherwise by bank transfer to the Owner's bank account from the Guest's bank account. A cheque payment is not received until cleared through the Owner's bank.

Cancellation

Any booking cancellation must be notified by the Guest to the Owner by telephone or email and acknowledged in writing/email by the Owner. If the Owner is notified of the cancellation more than 21 days (3weeks) before the holiday start date, a full refund less an administration charge of £90. per booked week or less will be given.

If the Owner is advised of the cancellation less than 21 days before the holiday start date, the Owner will re-advertise the holiday for letting and, provided an alternative booking is secured, a full refund less the £90.per week or less administration charge will be given. **If the holiday period is not re-let, no refund will be given.**

If the Owner is obliged to close the Property and not receive guests due to a legal prohibition imposed after a booking is made, the Owner will refund the full amount paid by the Guest

If the Guest is prohibited by law from staying at the Property at a time when another guest is allowed to stay, the Guest will forfeit his 50% deposit only, provided he gives the Owner at least 72hours' written notice, but, if this proviso is not complied with, the full amount of the holiday is due and no refund will be given.

NOTE the Tariff does not include holiday cancellation insurance and you are advised to seek independent advice and buy appropriate insurance.

Use of the Property

The contract is between the Guest and the Owner. All bookings are solely for holiday purposes of the Guest and members of his party notified to the Owner at the time of booking. No other person is to occupy the Property

at any time during the holiday period and visitors may not be entertained after 10pm to avoid disturbance to neighbours. Any breach of these conditions may result in the immediate termination of the letting without compensation to the Guest for lost rent or the Guest may be charged a maximum daily rate of £95. for any additional occupant at the Owner's discretion. Maximum party size at the Property (four plus a baby if travel cot is set up in bedroom) must not be exceeded.

No pet animal or bird is allowed on any part of the Property either inside or out. Smoking or vapouring is not allowed on any part of the Property either inside or out and the lighting of candles is prohibited.

The Owner has endeavoured to provide accurate information but all descriptions written or oral are given in good faith and the Owner cannot be held liable for an error and takes no responsibility for events outside his control, for the effects of extreme weather, power cuts, water shortages or the like. Every attempt is made to ensure the Property and its equipment is in good working order but if the Guest is dissatisfied with some aspect, he should contact the Owner immediately who will endeavour to rectify the fault. The Owner reserves the right to enter the Property with or without workmen to carry out urgent works. The Owner accepts no liability for any loss or damage to the Guest's possessions during his stay at the Property.

The Guest agrees to take good care of the Property and its contents which must not be removed from the Property or misused.

The Property and its contents must be left in a clean and tidy condition at the end of the holiday.

The Guest must notify the Owner immediately of any breakage or damage to the Property its fittings or contents and may be held liable to pay for any damage or for a missing item.

In the event of the Property being unavailable due to factors outside his control, the Owner will notify the Guest as soon as possible and offer a full refund or an alternative holiday date. Owner liability is limited to the rents received.

Young Persons

A travel cot and highchair can be provided at extra cost if requested at the time of booking but no bedding will be provided for the cot.

Parents/guardians will be responsible for supervising their children at all times.

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31.1.2021