

# BIGHOUSELETS LIMITED

3 Agincourt Square, Monmouth, NP25 3BT

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## **BOOKING TERMS AND CONDITIONS**

### **Holly Tree House**

**April 2011**

Thank you for choosing to book with **BigHouseLets Ltd** staying at **Holly Tree House** in **Symonds Yat West**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below:

#### **Minimum Age:**

The minimum age to enter into this agreement is 18. Bookings cannot be accepted if you are under the age of 18. By entering into this agreement you are confirming that you are over the age of 18 and assume responsibility for your group booking.

#### **Prices:**

The price of the accommodation includes the following: central heating, electricity, hot and cold water, bed linen, bath/hand towels, tea towels, dish-washer tablets, toilet rolls, wood and coal for fire places and cleaning upon check out. A 25% deposit is required at the time of booking, with the balance payable 8 weeks before the date of your holiday. All payments must be made in Pounds Sterling either by cheque or bank transfer.

#### **Pets:**

We welcome well-behaved pets.

#### **Acceptance of Children:**

We welcome children of all ages.

#### **Cancellation:**

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday, and you cancel up to 12 weeks before the date of your holiday, you are not liable to pay for the booking in full. If you cannot take your holiday, and notify us within 12 weeks of the date of your holiday, and the booking cannot be re-let, you are liable for 75% of the remaining balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it.

#### **Non-Availability of Accommodation:**

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this point.

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## **Arrival:**

Your accommodation will be available to you from 4.00pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. A representative from Holly Tree House will contact you a few days before your holiday to ascertain your expected time of arrival and can be at the house to greet you. We provide a welcome pack of tea, coffee, milk, sugar, biscuits and flowers.

## **Departure:**

Please be ready to leave the accommodation by 10.00am on the day of departure, unless otherwise arranged.

## **Damages and Breakages:**

A security bond of £150.00 is payable with your final balance payment. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents and this will be deducted from your security bond, along with any telephone calls made from the house landline. We do not normally charge for minor breakages. If the damage is significant, and more than the security bond, an invoice for repair or making good will be forwarded to you. The security bond will be refunded to you within 10 days of the end of your holiday.

## **Hot Tub**

Whilst we make every endeavour to ensure the Hot Tub is available for your use, for hygiene reasons it may not be available to use on the first night of your stay or, at all, if there is a mechanical fault or damage by the previous guest. In such circumstances no compensation will be payable and our liability would not extend beyond this point.

Should the Hot Tub become contaminated (food, drink or any other form of contaminate that turns the water murky and smelly) and require emptying after your visit you are liable for a refilling charge of £25.00 and this will be deducted from your security bond.

## **Noise/Disturbance:**

Holly Tree House is located in a quiet wooded gorge with neighbouring houses. Should the neighbours be disturbed, due to excessive noise, we reserve the right to ask you to vacate the property the following morning.

## **Liability:**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

## **Privacy Policy:**

Any data collected during the course of this booking will be stored on our computers and filing system. With your permission we may from time to time contact you about promotions, offers and updates. We will not share your details with any third party.