

BIGHOUSELETS LIMITED

3 Agincourt Square, Monmouth, NP25 3BT

T: 01600 772929

F: 01600 714418

E: enquiries@bhhl.co.uk

BOOKING TERMS AND CONDITIONS

Hollytree House

2017/18

Thank you for choosing to book with **BigHouse Lets Ltd** staying at **Hollytree House**. 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 25. Bookings cannot be accepted if you are under the age of 25. 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, 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.

Payment

If you fail to pay the outstanding balance on your account by the due date on the invoice we reserve the right to relet your booking and use the deposit to offset any loss in income we may make as a consequence of the short notice.

Pets:

We welcome well-behaved pets. Pets must not be allowed to clamber on furniture, in particular beds. All pet detritus must be cleared up before leaving, including faeces for which a bin is provided on site. A cleaning charge will be made if pet hairs are found on furniture, rugs or bedding.

Acceptance of Children:

We welcome children of all ages. Those aged 3 and under may sleep in parents' rooms at no charge. We provide 2 cots. No additional guests, adults or children may be permitted to stay without our express permission and if asked to provide further bed spaces a charge will be made. The maximum number of adults and/or children over 3 years old is 22.

Single Sex groups

Hollytree is not available for single sex groups without our prior written permission. Should we find you have booked as a single sex group without our permission we shall retain your bond. Our normal bond for single sex groups is £500.

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Cancellation:

By making your booking, our agreement is a legal contract and your deposit is non-refundable. 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 50% of the remaining balance. If we are notified within 8 weeks 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 less a booking charge. We strongly recommend that you take out holiday cancellation insurance.

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.

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 tea, coffee, milk, and sugar for an initial drink.

Departure:

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

Lost/Left Property

Please make sure you take all your belongings home with you. If you do leave an item and request its return, then there will be an £15 administrative cost plus postage and packaging.

Damages and Breakages:

A security bond of £350.00 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.

Smoking

Smoking is only allowed outdoors in designated areas. These will be shown to you by our representative on arrival. You are expected to remove your own cigarette ends. If we have to do this there will be a charge.

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Hot Tub

The Hot Tub is provided for your pleasure and if used in accordance with our rules can provide great enjoyment. The Hot Tub cannot be used before 9am or after 10.00pm.

Whilst we make every endeavour to ensure it is available for you 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 £35.00 and this will be deducted from your security bond

The Hot Tub is professionally prepared before your arrival and the water quality is chemically balanced to last safely for the duration of your visit as long as you follow our hygiene rules. Should we discover while you are at the house that the water quality has deteriorated past the point of safe use the tub will be closed and drained. It will not be refilled

Please note and observe the rules pertaining to the Hot Tub outlined in the House Book on site and in the posted notices. If more than 6 people use the Hot Tub at any one time the water may well spill over and cause the jets to stop working. If you call us out to repair this problem during your stay there will be a charge of £70.00. If we have to do more than top up the pool or hot tub with water after your stay we will make a charge.

Finally, Hot Tubs can be dangerous to health if used incorrectly. Before your arrival the Hot Tub will be tested and treated to ensure that it is safe for the duration of your visit (if staying for a weekend). If you are staying for a week a further test and treatment will be applied mid visit. The efficacy of these measures however depend for their success on your co-operation. **It is essential that every person using the hot tub (including children) showers thoroughly before use and removes all oils, make up, body lotions and hair treatments before entry. If you do not, the chemical treatments may be rendered ineffective.**

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.

Subject to Change

Registration Number 05499133

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These terms and conditions are subject **to change** without prior notice.

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