

## **Booking Conditions for Tompot Cottage, Portland, Dorset**

Reservations and bookings for Tompot Cottage are subject to the following conditions:-

1. Reservations will be made upon receipt of a deposit £70 together with a booking form duly signed by the applicant who must be over 18 years of age and will sign on behalf of all the persons who will occupy the property during the said period booked.
2. A completed booking form and the deposit must be received within 7 days of a telephone booking, otherwise the dates will become reavailable
3. Payment of the balance of the total cost of the holiday booking is due eight weeks before the date on which the holiday is to commence. Failure to ensure that such payment reaches us by this date may result in the cancellation of the holiday and forfeiture of any money previously paid.
4. If you, the Holidaymaker, find it necessary to cancel your holiday this contract is legally binding and means you will still be liable for the full cost of the holiday. Any cancellation must be made in writing and sent to us by Recorded Delivery post.
5. In the event of you cancelling your holiday and you either have no insurance cover or the cover you have does not apply to the reason for cancelling you must still pay the full cost of same. In such cases we, the Owners, will make every effort to re-let the property for the period booked. If successful a refund of monies will be paid less the deposit, if we are unable to re-let the property then as stated above, you will be liable to pay the full cost of the holiday.
6. The information and photographs have been compiled as accurately as possible at the time of going to print. However, facilities or surroundings may be altered or withdrawn for reasons beyond our control, in which case we cannot accept any responsibility.
7. Unless otherwise agreed in writing by us lettings are deemed to commence at 2.00pm on the day of arrival and cease at 10.00 am on the day of departure.
8. The property has a keyless entry system for your convenience and security. We will confirm your unique entry code on the receipt of payment in full. Your code will be set by us before you take occupancy.
9. You undertake to keep the premises and all furniture, fixtures and fittings in or on the premises in the same state of repair and condition as at the commencement of the holiday and also undertake to leave the premises in the same state of cleanliness and order as when you arrived. We must be compensated by you for any damage and breakages which may occur and excess cleaning that is required, sole interpretation of this will be by us.
10. No smoking is permitted on the premises.
11. The number of persons using the holiday property is not to exceed the maximum number stated in the property description or indicated on the booking form.

12. When it has been agreed that pets are permitted they must not be left unattended in the property at any time nor are they allowed into bedrooms or on to the furniture. It is also your responsibility to clear up after your pet(s) and reasonably dispose of any waste.
13. We, or our representative, are to be allowed access to the property at any reasonable time, whether occupied or not.
14. We reserve the right to decline acceptance or to expel any visitor for conduct detrimental to the house or the comfort of the surrounding neighbours
15. If you fail to observe any of the conditions we will have the right to require that you to vacate the property at once without any recompense.
16. We reserve the right to refuse any booking and we reserve the right to cancel any booking already made if the property becomes unavailable subject to us refunding in full any sums you have paid but we shall not be under any other liability.
17. We regret that if any belongings have to be collected by us from the Cottage and forwarded to you a collection fee plus carriage will be applicable.
18. We will endeavour to carry out everything possible to ensure that you have an enjoyable and successful holiday however, should a problem occur please telephone us so that all reasonable steps may be taken to resolve the problem. A problem cannot be resolved by us unless details are made known as soon as it is encountered. If you vacate the property prematurely as a result of any alleged dissatisfaction or make any form of claim upon return from the holiday and have not followed the procedure as above, then no liability for any subsequent claim will be accepted or correspondence entered into.
19. Any dispute between the parties involved in the contract shall be settled according to English Law.