

# TERMS & CONDITIONS

At the time of booking a £275.00 refundable holding deposit is required along with the booking fee. The holding deposit will be returned within 14 days of the end of the holiday, providing the property is left as found. In addition to the holding deposit there is a booking fee of £36.00.

**During the Covid-19 pandemic, an extra Deep Cleaning Surcharge will be made, however it should be noted that Tenants occupy the property entirely at their own risk, the property owner & Highcliffe Agency Ltd accept no responsibility for any illness that may occur during the letting period.**

**The full rental balance is due four weeks prior to arrival, we will send a reminder approximately 6 weeks prior to arrival.**

**ALL PROPERTIES** on the Highcliffe site have a **NON-SMOKING POLICY**.

**FAMILY GROUPS:** Bookings of family groups are taken on the understanding that parents will stay at the property for the full duration of the tenancy. Unsupervised groups of teenagers are not allowed. The Highcliffe Agency reserves the right to terminate any tenancy where teenagers or children have been left unsupervised.

**NUMBER OF OCCUPANTS:** The Owners of the premises reserve the right to prohibit occupation of the premises by any persons additional to the number indicated on the website. Occupation by more than the permitted number will be deemed a termination of the booking and The Occupier's party will be required to vacate the premises immediately.

**PETS:** It should be noted that certain Owners do not permit pets within their property. This condition must be rigidly adhered to. Furthermore, Owners will not permit pets to sleep in an Occupier's vehicle within the boundaries of the property. If this condition is not complied with it will result in the immediate cancellation of the license to occupy the premises. Pets are **NOT** allowed on **beds or furniture and all owners must keep their dogs under control during their stay. Please do not let them run loose without supervision. There are four dog waste bins located around the Highcliffe site, please clean up after your dog.**

**TIMES OF ARRIVAL / DEPARTURE & KEYS:** The premises cannot be occupied before **4pm** on the day of arrival. Keys will be left in the secure key safe at the property, the code will be sent in a pre-arrival email. On departure, keys should be returned to the key safe. Tenants are required to vacate the property by **9.30am** on the day of departure.

**CLEANING:** TENANTS ARE REQUIRED TO LEAVE THE PROPERTY IN A CLEAN AND TIDY CONDITION.

We request that:

- ALL BINS ARE EMPTIED WITHIN THE PROPERTY
- RECYCLING IS TAKEN TO THE RECYCLING AREA LOCATED AT THE REAR OF THE RECEPTION
- DISHES ARE WASHED AND PUT AWAY OR THE DISHWASHER IS RUNNING FOR HIGHCLIFFE CLEANERS TO EMPTY.

Failure to meet these requirements will result in an excess cleaning charge being deducted from your deposit. Alternatively, if you wish to "get up and go" additional cleaning can be arranged at an extra cost. Please contact Reception two days in advance of your departure if you would like to use this option.

**ELECTRIC VEHICLE (EV) CHARGING:** Charging EV's using the domestic supply of a Highcliffe property is forbidden unless the property is equipped with an EV charging terminal. Two "pay as you go" EV charging stations will be available in the new Reception car park from Summer 2022.

**DAMAGE/DEFECTS:** Any dissatisfaction with the accommodation must be reported to Highcliffe Reception within 24 hours of arrival. Any damage to the premises or the contents, caused by an Occupier or member of the Occupier's party is to be reported to Highcliffe Reception immediately.

**OCCUPIER'S PROPERTY:** The Owners & the Highcliffe Agency accept no responsibility or risk for any loss or damage to any property (including vehicles, boats and trailers) of an Occupier or any member of the Occupier's party or of any person or persons entering the premises with the consent of any Occupier or member of the Occupier's party.

**PROPERTY DESCRIPTION:** Whilst every effort is made to provide an honest and accurate description of the properties on our website, these are intended as a guide only and do not form part of the contract.

**CANCELLATIONS & DEPOSIT:**

- (i) If, for any reason, a booking is cancelled more than 4 weeks before the Date of Arrival, the whole of the deposit shall be forfeited to the Highcliffe Agency. The Highcliffe Agency will retain it unless another occupier is found take the accommodation, whereupon the deposit will be refunded less a £45.00 cancellation fee.
- (ii) If, for any reason, an Occupier cancels a booking within 4 weeks of the Date of Arrival or fails to take up the accommodation without cancelling the booking, the deposit shall be forfeited forthwith to the Highcliffe Agency and the balance of the total charge for the accommodation shall remain due and payable to the Highcliffe Agency/Owners. The Highcliffe Agency will attempt to find other Occupiers to take the accommodation and, if successful, will refund so much of the final balance of the total charge as remains after the Owner's expenses and loss of profit on the cancellation or failure to take up the booking have been met.

The holding deposit is fully refundable 14 days after the day of departure at the end of the Rental Period less any unsettled charges i.e. breakages, extra cleaning charges etc are incurred.

**GENERAL:**

- (i) The Owners or their agents are to have access to the premises at all reasonable times for the purpose of inspection, carrying out repairs and reading meters.
- (ii) Nothing contained herein shall be deemed to create a legal demise or any greater interest than a license for the purpose of a holiday on the terms hereinbefore provided.