

# Highcliffe

## TERMS AND CONDITIONS

A £250.00 refundable holding deposit is required at the time of booking and 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 £29.00. The full rental is due four 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 hereby reserve the right to prohibit occupation of the premises by any persons additional to the number indicated in the brochure. Occupation by more than the permitted numbers will be deemed a termination of the booking and the Occupier's party will be required to vacate the premises forthwith.

Additional items such as cots and highchairs are available on request and charged accordingly.

PETS - It should be noted that certain Owners DO NOT permit pets. This condition must be rigidly adhered to, and 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. Pet owners will be held responsible for their pets fouling the grounds. Pets are charged accordingly and if not charged at the time of booking the charge will be taken from the holding deposit.

TIMES OF ARRIVAL/DEPARTURE AND KEYS - The premises will be ready for your arrival from 4pm. Keys may be collected from the Reception, and should be returned to the Reception by 10am on the day of departure. For late arrivals, special arrangements can be made for keys to be left in the secure key safe at the property for your arrival. Occupiers are required to vacate their cottage by 10am on the day of departure.

CLEANING - OCCUPIERS MUST LEAVE THE PROPERTY IN A COMPLETELY CLEAN AND TIDY CONDITION.

Failure to meet this requirement will result in an excess cleaning charge being deducted from the holding deposit. For those not wishing to clean during their holiday, cleaners can be arranged by the agency at an additional charge of £50.00. We require 48 hours' notice to book cleaners.

DAMAGE/DEFECTS - Any dissatisfaction with the accommodation must be reported to the Highcliffe Agency within 24 hours of arrival. Any damage to the premises or the contents thereof caused by an Occupier or member of the Occupier's party is to be reported to the Highcliffe Agency immediately and to be paid for by the Occupier forthwith.

OCCUPIER'S PROPERTY - The Owners and the Highcliffe Agency accept no responsibility or risk for any loss of 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 in our brochures, advertisements and website, these are intended as a guide only and do not form part of the contract.

CANCELLATIONS AND DEPOSIT - The deposit is accepted as a cancellation fee. It 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, dog charges etc. (i) If, for any reason, an Occupier cancels a booking within four weeks of the day 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.

(ii) If, for any reason, a booking is cancelled more than four weeks before the day of arrival, the whole of the deposit shall be forfeited to the Highcliffe Agency who shall be entitled to retain it unless the Highcliffe Agency can find another Occupier to take the accommodation, whereupon the deposit will be refunded less the £45.00 cancellation charge.

## 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) The Owners or their agents reserve the right, at their absolute discretion, to refuse or cancel any booking or to terminate any arrangements made for any Occupier or Occupier's party at any time without being under any obligation to assign a reason therefore. In the event of this right being exercised, the Owners or their agents shall be under no liability to the Occupiers or Occupier's party, or any other person or persons affected, save to refund any monies paid by or in respect of such Occupier for such booking or, where the arrangements have already commenced, to refund such amounts that the Owners in their discretion think reasonable to attribute to the uncompleted portion.

(iii) Nothing herein contained 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.