

Booking Conditions

Dream Wave, Bedford Road, St Ives

- **Agreement** This Hire Agreement is made between the Hirer and the Owner. The letting is made on the basis that the property is used for a holiday only and no rights to remain in the property exist for the Hirer or any members of the Hirer's party.
- **Payment** For bookings made within 8 weeks of your holiday start date, the full amount plus damage deposit is required. For a booking made more than 8 weeks before the start of your holiday, a deposit of one third of the total rental cost is required.
Balance Upon payment of the deposit and subject to acceptance of the booking, the Hirer becomes liable for the balance of the rent plus breakage deposit, 8 weeks before the holiday letting commences.
- **Damage Deposit** **£100**
All bookings are accepted on the condition that the property is left clean and tidy and in a state that is suitable for occupation by the following hirers. Reimbursement for any breakages, damage, missing items or additional cleaning is the responsibility of the Hirer. The damage deposit will be returned normally within two weeks of your departure. If a retention has to be made the Owner will notify you. The property is checked by the Owner's representative and damage to the equipment at the property or the property itself is fully chargeable to the Hirer. Liability is not limited to the deposit.
- **Cancellation** In the event that you notify the Owner in writing of the need to cancel, the Owner will endeavour to re-let the property and if successful, will refund any monies paid less an administration charge. However, if the property fails to re-let, you will be liable for the total rent payable for the week(s) booked.
- **Personal Belongings** Personal belongings are at the Hirer's risk and no responsibility can be accepted for loss of or damage to such items.
- **Insurance** It is recommended that you take out holiday insurance to cover the cost of cancellation, damage to personal belongings or other losses. The Owner accepts no responsibility or liability for any injury sustained, loss or damage to any person or property brought on to the property however caused.
- **Availability** Every letting is made on the understanding that the property is available for the dates requested. In the unlikely event that the property becomes unavailable through events arising out of the control of the Owner, the Owner may have to cancel the booking. You will be advised of such circumstances as soon as possible and the Owner will refund all monies paid in full but you, the Hirer, will have no further claims against the Owner.
- **Occupancy** The property may only be occupied by those persons named on the booking form. The Hirer shall not part with possession of the property or share it except with those named on the booking form. The guidelines detailed on the house information sheet must be observed.
- **Arrival/Departure** The letting of the property starts from 3 pm on the start date of your holiday and finishes at 10 am on the end date of your booking. These times must be strictly adhered to and in the event of failure to vacate the property and garage by 10 am, the Owner reserves the right to charge the Hirer for any costs, damages or other liabilities incurred as a result.
- **Garage** Use of the garage is entirely at your own risk. The garage may only be used for storage of one family car in connection with the use of the property.
- **Gas & Electricity** The rental is inclusive of these services.
- **Linen** The property is supplied with bed linen; sheets, duvet covers and pillow cases. Tea towels are supplied but not towels.
- **Events outside of Property Owner's Control** The Owner cannot accept liability for events that occur outside its control, such as domestic appliance breakdown, plumbing failure, power cuts and damage that arises from exceptional weather conditions or other adverse circumstances. The Owner reserves the right without prior notice to alter, remove or withdraw amenities or facilities either advertised or previously provided to the Hirer.
- **Neighbours** The Hirer and other members of the party must not cause any annoyance or become a nuisance to the occupants of neighbouring properties and must not make void or voidable any policy of insurance affecting the property.
- **Single Sex Bookings** Any single sex booking will be subject to the Owner's prior written approval. In the event that a single sex booking is accepted, the Owner reserves the right to request a higher damage deposit.
- **Pets are not accepted.**
- **Smoking is not permitted.**
- **Access** The Owner or their representatives shall be allowed access to the property at any reasonable time during the holiday occupancy.
- **Breach of Conditions** Breach of any of the conditions shall entitle the Owner to resume possession. The Hirer shall indemnify the Owner against all damages, losses, costs and other liabilities incurred by the Owner arising as a result of any breach of these Booking Conditions.