

# Brownside Booking Conditions

## **The parties to this contract:**

(a) "the Customer": the person who makes the booking, being eighteen years of age or over and who shall assume responsibility for all party members and visitors; and,

(b) "the Owner": (Mr & Mrs Oliver).

## **Commencement and Operation of Contract**

This contract comes into operation when the Owner issues a confirmation form to the customer.

A provisional booking shall be followed within 14 days by the return of the booking form together with a booking deposit of **25%** of the total price payable to the Owner. The Owner has the absolute right to refuse any booking prior to the issue of the confirmation form. In this case, monies received shall be promptly returned to the Customer.

Where the provisional booking is accepted, the Owner shall send to the Customer a confirmation form. The balance of the booking cost must be received by the Owner no later than **8 weeks** before the Customer's arrival date.

If the Customer books less than **8 weeks** before the arrival date, payment of the total cost including the security deposit shall be due immediately.

## **Cancellation**

(a) By the Customer

Non payment of the balance of rent before the due date shall cancel the booking and the booking deposit of **25%** shall be forfeited. A 75% refund will be made if the Owner re-lets at full rent.

Any cancellation made by the Customer for whatsoever reason shall be in writing and made as soon as the reason for cancellation occurs. The booking deposit is non-refundable under any circumstances.

Insurance, although strongly advised, is not the responsibility of the Landlord. Cancellation insurance, particularly, is recommended.

Cheques should be made payable to Mrs D A Oliver.

(b) By the Owner

If, due to circumstances beyond the Owner's control: -

the Customer's booking is cancelled, the Customer shall be refunded the full amount of the booking in an equal amount to time remaining.

## **Time and Commencement and Termination of Stay**

The Customer must arrive not earlier than **3.00 pm** on the start date of the holiday and leave not later than **10am** on the last day.

## **Occupancy**

The number of persons occupying the property **must not** exceed the maximum of three persons.

The accommodation is designed for family use not for youth groups or student parties. The Owner is entitled to refuse to hand over and to repossess the accommodation if the Owner reasonably believes that any damage is likely to be caused by the Customer or the Customer's party.

Sleeping in vehicles, including caravans, parked in or around the property is not permitted.

## **Care of Property and Damages and Breakage**

The Customer undertakes to take all reasonable and proper care of the property including all its contents and surrounds and to leave the property in the same state of repair, condition and tidiness as at the beginning of the stay. The Customer must notify the Owner immediately of any breakages or damages. The Customer may at the owners discretion be required to reimburse the Owner for replacement, repair or any extra cleaning costs.

The owners must be advised as soon as possible of any problems. Don't wait to until after departure. Most problems can be simply resolved and delay may only spoil the holiday. This, however, can not apply to events which, even with all due care, could not have been foreseen or avoided.

## **Pets and Smoking**

We regret that we are unable to accommodate pets. Smoking shall not be allowed inside the property.

## **Linen and Services**

There are no additional charges for linen, electricity, heating oil and water services.

## **Liability**

The Owner accepts no liability for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arrived out of, or in any way connect with the rental.

If the property which the Customer has booked becomes unavailable or unusable for any reason prior to the start of the date of the holiday, then the Owner's obligation will be

- to use their reasonable endeavours to find suitable alternative property, or failing which,
- to reimburse the client for any monies paid.

The information and description given in the brochure are for guidance only. While every effort has been made to ensure accuracy, the Owner shall not be liable for any misdescription or incorrect information.

## **Rights of Entry**

The Owner shall be allowed the right of entry to the property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance.

## **Complaints**

Every care is taken to ensure that the property is presented to a high standard. Should the Customer at any time believe there is a problem, or a cause for complaint, the Owner should be contacted immediately. Don't wait to until after departure. Most problems can be simply resolved and delay may only spoil the holiday. This, however, can not apply to events which, even with all due care, could not have been foreseen or avoided.

**Please complete this form in block capitals and send with your deposit to the address at the foot of this page**

Name: .....

Address: .....

.....

.....

Post Code.....

Country.....

Telephone

Number: .....

Email: .....

How did you hear about us .....

Please reserve Brownside for .....week(s)/days

Commencing Date .....

Accommodation is required for:

No. of Adults: ..... No. Children ..... Age of Children.....

Enclosed is a deposit (25%) of £..... / full payment of £.....

(Please enclose the payment in full if there is less than eight weeks before your stay, otherwise a deposit of 25% is required.)

Please make cheques payable to **Mrs D A Oliver**.

**I have read the booking conditions and agree to abide by them.**

Signed: ..... Date: .....

Oakwell House, Henshaw, Bardon Mill  
Hexham, Northumberland, NE47 7HF United Kingdom.