

CONDITIONS GOVERNING THE LETTING OF SELF CATERING HOLIDAY ACCOMMODATION

1. PAYMENTS.

With each reservation a DEPOSIT of ONE THIRD plus the booking fee is required. On receipt of your completed reservation form and deposit, accommodation will be reserved (subject to availability). Our confirmation of provisional holiday reservation will then be forwarded to you by e-mail. Once the reservation has been verified by a member of staff an official booking confirmation will be sent to you (normally by post) detailing all the relevant information concerning the accommodation together with our official receipt for the deposit received. This will also include the address details of the property booked (please contact the owner using the details on the confirmation if necessary). If we are unable to reserve accommodation for you, the full amount of the deposit received will be returned to you.

The BALANCE of the rental fee should be paid to the Landlord or Agent at least SIX WEEKS before the commencement of the holiday. If the balance is to be paid to the Agent (where indicated) payments can be made on our website. IF AN APPLICATION IS MADE FOR ACCOMMODATION TO BE TAKEN UP WITHIN SIX WEEKS, THE FULL RENTAL FEE WILL BE REQUIRED WITH THE RESERVATION APPLICATION.

2. RESERVATIONS.

Reservations are normally accepted from Saturday to Saturday (unless otherwise stated in property description) during the main holiday season (being May to September inclusive). To arrange a reservation please complete the booking form on the website and submit it to us together with payment details (please refer to Note 1 above for Deposit details). No reservation will be accepted from any person under 18 years of age. It is important that these CONDITIONS are read carefully and understood.

3. RENTAL TERMS.

The rental terms for self-catering accommodation are quoted by season for each accommodation - the periods covering each season are printed within the brochure and are available using the help pages on the website (marked by an information icon). All prices quoted are subject to alteration without notice.

4. ACCOMMODATION SERIAL NUMBERS.

Coded as follows: "HB" Series – Houses, Bungalows & Cottages. "FM" Series - Flats & Maisonettes. G/F = Ground Floor, F/F = First Floor, 2nd/F = Second Floor... etc. S/C = Fully Self-contained.

5. BED/BEDROOM SPECIFICATION.

To maintain our standard of accuracy we quote washbasin facilities and the exact size of beds, these are coded in the descriptions as follows:

(H&C): hot & cold water washbasin 1 x 4'6 = One 4 ft. 6 in. Bed (Double) 1 x 3 = One 3 ft. 0 in. Bed (Single) 2 x 3 = Two 3 ft. 0 in. Beds (Singles) . . . and so on.

6. GRADING SYSTEM.

To give customers a better idea of what they are booking Bournecoast Holidays operate a grading system for standard and range of furnishings and equipment (F grade), and location of the property in relation to the waterfront (L grade). The system is graded from 1 to 5 (5 being high) and is detailed for each property.

7. ACCURACY OF PRINTED MATTER.

While every possible care is taken in preparation of the details printed in the brochure, the visitor will fully appreciate that the human element cannot be disregarded and Bournecoast Holidays or Landlord will not accept any liability for any loss incurred. Should an error be made and later noted all those concerned will be notified. Details of your reservation are printed on your Booking Confirmation and it is imperative that these details are carefully checked for accuracy. Any discrepancies should be reported to Bournecoast Holidays within 7 days, in writing.

8. GAS AND ELECTRICITY AND CENTRAL HEATING.

Details relating to Gas and Electricity will indicate that "prepayment meters" (slot) are installed or key meters are installed and electricity is purchased locally. Quarterly meters are installed where it is quoted and gas and electricity are inclusive in the terms. Where central heating is installed in an accommodation it will not normally be on during the period between 1st May and 30th September. Adequate alternative appliances (either gas or electric fires) will be available.

9. BED LINEN, COTS & HIGH CHAIRS.

Visitors are required to bring their own sheets, duvet covers, pillow cases and towels UNLESS it is specified in the details of the accommodation that they are supplied. ALL OTHER BEDDING IS PROVIDED. Sheets, pillowcases, duvet covers, towels, cots, high chairs and other baby equipment can be hired. Under no circumstances will visitors be allowed to sleep in beds without adequate bed linen. For self-catering accommodation, babies up to the age of two years are classified as cot age and one baby is allowed free if extra persons are subject to a surcharge. If no cot and mattress are supplied the visitor can hire one or apply DIRECT to the property owner to arrange for the supply and to agree the hiring fee prior to the arrival date. IN ALL CASES THE VISITOR MUST BRING THEIR OWN COT BEDDING.

10. PETS.

Pets are not acceptable unless prior permission has been given prior to the arrival date. If accommodation allows pets, full details must be recorded on the booking form. Pets are only accepted on the visitor's guarantee that their pet is fully house trained and at all times kept under control. Anyone arriving without prior approval of an animal will be refused entry of the pet. Please note that a property stating NO PETS does not guarantee that there have never been pets residing/visiting in this property. A £20 supplement per pet per week will apply. Pets must be under the control of the visitor at all times and should not be left in the property unattended at any time. Visitors are requested to bring their own sleeping/resting equipment for pets. It is the visitor's responsibility to clean up any mess left by their pet inside or outside the property or a charge to cover the cost of clearing up may be incurred.

12. BREAKAGES AND CLEANLINESS.

The accommodation is made available for letting on the clear understanding that it is left in a THOROUGHLY CLEAN AND TIDY CONDITION at the time of vacating by the visitor. The visitor must also ensure that ALL SURPLUS FOOD AND DRINK, etc. are disposed of and that ALL WASTE IS REMOVED from the premises (please use the correct bins for food disposal, general waste and recycling - it is the visitor's responsibility to follow all local recycling procedures when removing waste from the premises, if a recycling bin is left contaminated a charge may be incurred). The visitor will be held responsible for any damage or breakages that occur and such incidents must be reported to the Agent or Landlord and the required compensation paid before departure. If any breakages or damage are not reported to Bournecoast or the Landlord, or the property not left thoroughly clean and tidy, an invoice will be sent to the applicant, which must be paid within seven days. Failure to do so may result in legal proceedings.

Protective waterproof covering must be brought and used on beds where wetting is possible. It will be the responsibility of the visitor to ensure the complete protection of beds and any soiling of beds no matter to what degree must be reported immediately to the Landlord or Agent. Visitors are not permitted to move furniture or equipment without prior consent of the Landlord or Agent. If approval is given to move anything, it will be the visitors' responsibility to return the same to the original position before departure. Equipment must not be moved from the premises for use outside - special reference to crockery and cutlery.

DISPOSABLE NAPPIES AND SIMILAR ARTICLES: Visitors who have babies in their party and use disposable nappies MUST NOT UNDER ANY CIRCUMSTANCES USE TOILETS TO RELIEVE THE SAME. Other methods of disposable must be used. This also applies to other similar articles for disposal.

12. COLLECTION OF KEYS & NOTIFICATION OF ARRIVAL.

Information regarding your holiday keys will be clearly set out on your holiday. A brief summary of the different options are below:

- Keys Provided by Owner – Please contact the owner for access to your holiday property, all owner details will be on your confirmation.
- Key Safe – Information regarding the key safe codes will be sent BY POST one week prior to your arrival.
- Keys by Post – Keys arriving BY POST will be sent one week prior to your arrival.
- Overseas Visitors – Keys will be sent BY POST within two weeks prior to your arrival if you are in Europe. All other visitors can collect keys from our office during office hours (alternative arrangements can be made for out of hours arrivals).

Loss of keys will incur a charge equivalent of that to change the locks and obtain new keys, payable by the applicant. All keys must be returned to Bournecoast or Landlord within seven days of the end of the holiday. If visitors become locked out during their holiday there will be a call-out fee for a Bournecoast Representative to visit the property and regain access (£10 charge will be made during office hours 9am – 5.30pm Mon – Fri, £25 charge will be made out of office hours PAYABLE ON ARRIVAL). If you have any issues regarding your keys please contact the office as soon as possible and we will endeavour to make alternative arrangements.

13. ARRIVAL AND DEPARTURE.

Visitors must clearly understand that the accommodation will NOT BE AVAILABLE UNTIL 3.00 p.m. on the arrival date. On the day of departure the visitor must arrange to leave NO LATER THAN 10.00am. Please note that if you do have problems when you arrive your first point of contact should be the owner of the property. Where the owner cannot be contacted a Bournecoast Holidays Representative will be on duty between 3pm and 7pm on a Saturday ONLY. After 7pm on a Saturday and all day Sunday a messaging service will be in operation.

14. CANCELLATIONS AND INSURANCE.

If it becomes necessary to cancel for whatever reason, you are still liable for the FULL TERMS - unless we are successful in re-letting the accommodation. If you do need to cancel your holiday our Reservations Team will try to rebook the accommodation on your behalf. We appreciate that genuine circumstances may cause you to cancel your holiday. Equally, please understand that we begin to incur additional administration costs as soon as your reservation has been received, hence rebooked cancellations will incur the following charges:

Days prior to arrival	Administration charge
More than 84 days before arrival	A deduction of 10% of the deposit only
84-28 days before arrival	A deduction of 30% of the deposit only
Less than 28 days before arrival	A deduction of 100% of the deposit

If our Reservations Team are unable to rebook the accommodation you are still liable for the full balance of the holiday. We therefore recommend that you take out your own travel/holiday insurance to cover you. It's important to read the details of any insurance carefully. Some travel policies are basic, perhaps covering only cancellation. Others might include a range of extras that you may not need. Most travel policies do include cancellation and curtailment. In other words, if you have to cancel or cut short your holiday, perhaps due to illness or bereavement, the policy should cover your expenses.

Should it be necessary to cancel, please inform Bournecoast Holidays by telephone, but confirm IN WRITING as soon as possible, supported by Doctor's/Employer's letter. If no notification of cancellation is made to Bournecoast Holidays, the person responsible for the booking will be liable for the BALANCE of the rental fee due to the Landlord.

Visitors are strongly advised to arrange insurance cover against personal loss. The use of the accommodation is at the visitor's risk and no liability will be accepted by the owner or Bournecoast Holidays for injury to occupants, loss or damage of belongings. Your insurance company will be pleased to advise you.

15. CONTRACT.

IT SHOULD BE NOTED THAT BOURNECOAST HOLIDAYS ACTS SOLELY AS A BOOKING AGENT AND THE CONTRACT OF RENTAL SHALL BE BETWEEN THE HIRER AND THE LANDLORD, SUBJECT TO CONDITION OF RENTAL. PLEASE NOTE THAT BOURNECOAST HOLIDAYS CANNOT ACT ON BEHALF OF THE OWNER IN THE EVENT OF A COMPLAINT, HOWEVER WE WILL ENDEAVOUR TO RECTIFY THE SITUATION IF POSSIBLE.

The Owner and Owner's Agent reserve the right at their absolute discretion to refuse or cancel any Reservation or any arrangements made without being under obligation to assign any reason therefore. In such event no liability in respect of the refusal or cancellation shall fall upon the Owner nor the Owner's Agents save only that they shall refund to the Occupier the monies already paid by him or her in respect of such reservation.

The holiday let agreement is made on the basis that the Property is to be occupied by the visitor(s) and his/her party for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9. The visitor(s) and his/her party acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise on the determination of the term.

It is not permissible to assign, let, part with possession of the accommodation, nor allow any other person other than those named on the booking form received to occupy the accommodation. The accommodation is to be occupied by the confirmed party ONLY and no authority will be given for other persons (other than those accepted by this reservation) to have access or use of accommodation unless permission has been requested and agreed by the Landlord or Agent. Under no circumstances may the number of persons exceed the maximum number of persons as quoted in the brochure details.

The visitor(s) and his/her party agree not to do or suffer to be done on the Property anything which may be or become a nuisance or annoyance to the Landlord or the Tenants or Occupiers of any adjoining premises or which may vitiate any insurance of the Property against fire or otherwise increase the ordinary premium for such insurance.

16. COMPLAINTS PROCEDURE.

In the unlikely event of a complaint being received it will be given immediate attention, and will be treated in the strictest of confidence. The complainant shall be kept informed of progress being made. Please note that Bournecoast Holidays do not always have authority to act on behalf of the owner in the event of a complaint, however we will endeavour to rectify the situation within our limits as a holiday agency. On receipt of a complaint, if a Bournecoast Representative cannot resolve the issues detailed within the complaint, the complainant will be told that the details of the complaint are being forwarded to the owner(s) and the complainant will have to wait for a response from the owner(s).

WHAT YOU NEED TO DO IF YOU HAVE A COMPLAINT:

- a) Contact the emergency contact details provided on your holiday confirmation immediately;
- b) State your name, booking number and the holiday accommodation address;
- c) State the nature of your complaint;
- d) State the date your complaint relates to;
- e) State the name of any 3rd party involved;
- f) Complaints to the Bournecoast Ltd office shall be accepted by telephone but should always be immediately followed, with full details of the complaint, in one of the following formats - e-mail, facsimile or written.

It is important that this is done whilst you are still at the Property so that an on the spot investigation can be made if necessary and remedial action taken if required. Under no circumstances will compensation be considered for complaints raised after the holiday has ended when the Holidaymakers have denied the Agency or the Owners the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.