

WATERSIDE – Terms and Booking Conditions for bookings 2019

Your Booking

Please book by telephone or email. We will hold your booking for 7 days as provisional. We prefer to take payment by bank transfer to First Direct 40-47-84 Account Number 71074245 C A Avery referenced simply with your surname. Alternatively you can send a cheque together with the completed Booking Form. Your booking is not confirmed until we receive your deposit; therefore please use First Class Post if sending a cheque. If you pay by BACS please let us know when you have sent the payment by sending us an email. If you pay by BACS or online platform please remember to send us your booking form either by email or by post. We then have your contact details if needed and your bedding requirements. When you book with us, a £100 initial payment per week booked secures your chosen holiday and upon receipt of this payment as soon as reasonably practicable, we issue your Booking Confirmation. This constitutes the contract between the owner and you, the hirer. Once the Booking Confirmation is issued you are responsible for the terms as issued. Your confirmation will show your week(s) booked and the balance of your holiday cost which will be due no later than 10 weeks before commencement of your holiday. If you book within 10 weeks of the start of your holiday, the full cost of your holiday is due at the outset. Should you be booking from overseas, your monies can be paid by UK cheque, Eurocheque or bank transfer. The deposit in this instance only is preferred by credit card.

Late notice bookings are often possible but the full monies and security deposit will need to be paid by bank transfer. When your holiday confirmation is received, the details must be checked carefully. If anything is not correct you should inform us immediately.

Security Deposit/Electricity Costs

We request that you add a £100 Security Deposit to your final monies due. The security deposit will be refunded by the owner the week following your stay by cheque or BACS if you have provided us with the details as long as you or your party have not caused any damage or loss and the property has been left clean and tidy. On departure day you should post the keys through the letter box after having secured the property by 10am. If you have paid by card direct to a third party accommodation provider e.g. HomeAway or Tripadvisor the relevant refund will be refunded by them 7 days after your departure from Waterside following authority from the owner. Electricity used will be deducted from the deposit based on meter readings. In the case of Overseas bookings where payment has been made by card the security deposit less electricity used will be refunded by the same method.

Cancellation of Holiday by You

Should circumstances mean that you have to cancel your holiday up to 10 weeks before, you will forfeit your deposit of £100. If your cancellation is 10 weeks or less, you will forfeit all monies paid less the security deposit which will be returned to you. However, we will do our best to re-let the week and if successful, you will receive a full refund less our administration charge of £25. You should take out your own insurance against third party liability, personal possessions, travel insurance and cancellation/curtailment if considered necessary.

Cancellations or Changes of Your Holiday by Us

We would not expect to have to make any changes to your holiday arrangements and to date this has never happened, but very occasionally problems could occur and we would have to make alterations. If this does happen, we will contact you as

soon as reasonably possible, and inform you of the cancellation or the change. If we have to change something, and the change is not acceptable to you, or if we have to cancel your original holiday arrangements, we will try to accommodate you at a similar time of year (though we reserve the right to charge you any difference in price if the alternative is advertised at a higher price than the original holiday accommodation). If the change or the alternative accommodation is acceptable to you, please confirm this within 72 hours. Otherwise we will unfortunately have to treat the booking as cancelled and will refund all money you have paid us for the appropriate number of nights lost.

Facilities Provided

Occasionally, problems mean that some facilities or services become unavailable. However, we will take all reasonable steps for repairs or replacements as appropriate.

Please note that Cots, High Chairs and Stair Gates are not provided. Should your family require these we recommend you bring them with you.

Checking In

The accommodation will be ready for you at 3pm on the first day of your holiday. Please do not arrive early as the property may not be ready before this time. We will advise you the key safe code once the final monies for your holiday have been received by way of a Final Confirmation.

Cleanliness of Property

We trust that you will find the property well presented and clean. Please leave the property clean and tidy. Our housekeeper will ensure that the bed linen is changed. You are responsible for the actual costs of any breakages or damage in or to the property, along with any additional costs that may result, which are caused by you or your party. Any such costs for breakages or additional cleaning if the property has not been left in an acceptable condition will normally be recovered from the Security Deposit in the first instance. However, if you do accidentally break or damage something please leave a message for our Housekeeper before departure. We do not charge for small honest admissions and would rather know so that we can make it right for all guests.

Care of the Property and You.

Please ensure that all electrical appliances are used in accordance with instructions and where appropriate turned off when you leave the property.

Children should be supervised at all times.

You must not allow more than 5 people to stay in the property without permission. If this should occur, this will be treated as a cancellation by you and we may repossess the property.

You must take all necessary steps to safeguard your personal property and no liability is accepted in respect of loss or damage of such property.

Problems

If you have any problems with the accommodation you should contact the Housekeeper who may be able to rectify the problem. If this is not possible, she will contact the owners, or you may do so directly and we will do our best to resolve the situation.

We have been successfully operating holiday accommodation for over 20 years with many repeat customers and hope that you will enjoy your holiday.

Carol and Miles Avery Stay@holidaycottagewadebridge.co.uk