

# ISLAND HOUSE BOOKING FORM

## Your Contact Details

Name:

Address:

Postcode:

Telephone (Daytime):

Mobile:

Telephone (Evening):

Email:

**Please provide at least 1 landline number.**

How did you hear about Island House? (please circle):

Internet    Previous visit to Island House    Previous visit to Polperro    Other \_\_\_\_\_

## Reservation Details

Arrival Date (from 3pm):

Departure Date (before 10am):

Number of Adults:

Please enter the full names of all guests including children. Please enter ages if less than 18.

Age if under 18

**No persons other than those detailed will be allowed on the property.**

1. (Party Leader)

Over 18

2.

3.

4.

5.

6.

7.

8.

Extras required (please circle):

Travel Cot:

Yes / No

Highchair:

Yes / No

## Summary of Booking Fees

Charge for accommodation

£

Add £35 each for guests 6, 7 and 8

£

Add £20 for dog

£

**Total charge**

£

I enclose a cheque for £..... made out to Lance Owen Ltd being 50% of the rental, as a deposit. I will forward the balance of £..... 8 weeks before the start of the rental period. (No reminders are sent)

***If the booking is for a date more than 6 months ahead, a deposit of only 25% is required.***

*I have read and agree to abide by the Terms and Conditions printed on the following page.*

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Lance Owen Ltd

4 Pentire Close

Horsell

Surrey GU21 4PZ

020 8123 7800

[info@holidaycottagepolperro.co.uk](mailto:info@holidaycottagepolperro.co.uk)

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### **Payment**

Unfortunately we cannot accept payment by credit card.

Cheque, supported by an appropriate cheque guarantee card, to 'Lance Owen Ltd'

Or by transfer to : Coutts & Co

Sort Code : 18-00-02

Account : 05472180

# Terms and Conditions

This Agreement is made between the Owner Lance Owen Ltd and you and all members of your holiday rental party. All bookings accepted by Lance Owen Ltd the Owners, are subject to these terms and conditions. Completion of the booking form, confirmation by the owner, payment of the deposit, indicate acceptance by you, the Hirer, and all persons in your party, of these terms and conditions.

Upon the issue of a written confirmation to you, Lance Owen Ltd will be deemed to have entered into a contract with you subject to these terms and conditions. Lance Owen Ltd has the right to refuse any booking prior to the issue of your written confirmation and in such event any deposit received will be returned to you immediately.

By signing the Booking Form you agree to accept legal responsibility for all members of your party, and agree to ensure that they are aware of these Terms and Conditions and that they meet their obligations arising from them in every way. You will also be legally liable for any acts or defaults of members of your party as if their acts were your own. You confirm that you are at least 18 years of age.

You agree that the number of people staying at or visiting the property will not exceed the number stated on the Booking form. No meeting, reception, party or other gathering may be held without permission in writing from the owner. Any breach of this clause will incur an automatic surcharge of £500 in addition to any damage caused.

You agree that the property will be used for personal and domestic use only. Any commercial use is strictly prohibited.

You agree that the property will not be used in a way that causes nuisance or annoyance to neighbours.

If you fail at any time before, or during the hire period to meet your obligations as set out above and elsewhere in this document you shall be deemed to have cancelled your contract with us, and we may seek to repossess the property immediately.

## **Booking Procedure**

To make a booking you should first check Island House is available for the dates you require by contacting us by email [info@holidaycottagepolperro.co.uk](mailto:info@holidaycottagepolperro.co.uk), or telephone 020 8123 7800. If the cottage is available we will contact you to make a Provisional Booking, which we will hold for 7 days.

To confirm your booking we require you to complete and sign a Booking Form, which we can post or email to you, or which can be downloaded as an Acrobat pdf file from the web site, together with the deposit.

The Booking Form must include your home address and contact details, the names of each member of the party, the age of children, any pets or special requirements, as well as arrival and departure dates. Upon receipt of the Booking Form and deposit we will send you Confirmation of your booking by post or email. You will then become liable for the balance of the hire charge for the full period of the hire.

Where the balance of the holiday cost is due eight (8) weeks before your arrival date, you must ensure that such payment reaches Lance Owen Ltd on time. No reminder will be issued and the Property Owner may re-let the Property if no payment is received by the due date. In such circumstances the deposit paid by you will be forfeited and you remain liable for the full amount of the holiday cost in such circumstances although credit may be given for any monies received as a result of re-letting (less any administrative costs of re-letting).

When a booking is made less than 8 weeks prior to arrival date the full rental charge is required to confirm the reservation; until payment is received, the booking will remain provisional.

## **Cancellation**

Any cancellation must be made in writing to Lance Owen Ltd. If you let us know more than 8 weeks prior to arrival then you will have to pay half the balance of the rental charge, (plus the deposit already paid).

If you cancel within 8 weeks of arrival you will be liable for the full balance of the hire charge.

We will make every effort to re-let the accommodation and if successful we will refund you all but a £100 cancellation fee plus any additional costs incurred in re-letting.

**We strongly recommend that you obtain appropriate holiday insurance.**

## **Arrival and Departure**

You are requested to arrive no earlier than 3.00pm and leave, on the morning of departure, by 10.00am. This is essential to allow sufficient time for preparation and cleaning.

## **Damages and Breakages**

You and members of your party agree to leave the accommodation clean and tidy as found on your arrival. You agree to pay a reasonable charge for extra cleaning if the accommodation is not left in a satisfactory condition. Please report all breakages, or damage immediately so that it can be replaced, both for your own benefit and those that follow you.

We request that furniture is not moved, or re-arranged so that unnecessary damage does not occur. You undertake to keep the property and all the furniture, fittings and effects in, or at the property in the same state of repair and

condition as at the start of the hire period, and you agree to meet the cost of making good any damage which has occurred during your stay, and moving displaced furniture to its original location.

#### **Liabilities**

We shall not be liable for any cancellations, changes, effect on your holiday, loss or damage suffered by you or for any failure by ourselves to perform our obligations to you which are due to any event(s) or circumstance(s) beyond our reasonable control e.g. fire, flood, noise, weather conditions, industrial dispute, failure of any public service supply, mechanical breakdown, or illness etc.

If the property which you have booked and which has been accepted becomes unavailable or unusable for any reason prior to the start of the rental period, you will be reimbursed in full any sums received in respect of the rental.

In appropriate cases if monies are refunded to you, no compensation, expenses costs or other sums of any description (including without limitation the cost of securing alternative accommodation) will be payable in such circumstances by us. The aggregate liability shall not exceed the amount of the rental fee received from you. We shall have no liability for damage to, or loss of your personal property occurring during the period of the holiday rental.

#### **Pets**

One well-behaved pet is welcome by agreement at time of booking, subject to a surcharge of £20 per week or part of.

Dogs are not allowed upstairs. Animal hairs must be removed from carpets and furniture before departure. Please bring your pet's own bed and feeding bowls. Pets are not allowed on beds or furniture and must never be left alone in the property.

Guests with allergies should be aware that the Owner cannot guarantee that there have been no pets at the property, nor does the owner accept any liability for any suffering which may occur as a result of such pets having been present.

#### **Smoking**

Smoking is NOT allowed inside the property.

#### **Rights of Access**

We reserve the right to decline accommodation. We have the right of access to the property at all reasonable times with or without workman for the purposes of inspection, or to carry out repair deemed necessary to the property, or equipment.

#### **Descriptions**

Guests are asked to bear in mind that period properties were built long before the days of double glazing, cavity walls etc. Under certain weather conditions, condensation may be present. Please consider whether this or other features such as low beams, stairs or (slightly) uneven floors might present a problem for any member of your party.

Guests are asked to bear in mind that Polperro is a working fishing harbour and a popular tourist destination. Whilst peaceful for most of the time, please be prepared for the normal activities of village life.

If you have special requirements in respect of young, elderly, disabled or infirm guests, please discuss these with us before making a booking.

#### **Security of Tenure**

You agree that as the property is used for short-term rental as holiday accommodation it is exempt from security of tenure under the Rent Acts.

#### **Problems**

In the rare event that you have a problem during your stay, please call the housekeeper immediately so that swift action can be taken to remedy the situation.

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We reserve the right to terminate a booking at any time if these conditions are not met in full.