

Terms and Conditions of Hire

1. Contract: A contract between Val & Simon Broke-Smith, the Owners of Heritage Mews (the Property), and the Customer exists when the Owners issue a Booking Confirmation to the Customer. The contract is subject to the terms and conditions herein.

2. Booking and payment: A provisional telephone or email booking is held for 5 days, pending receipt of a completed signed Booking Form and non-refundable deposit of £75 per week or short break. The Owners issue a Booking Confirmation on receipt of the deposit and Booking Form. The balance of the rental is due 8 weeks before the arrival date. If the total rental is not paid 8 weeks before arrival, the Owners are entitled to treat this as a cancellation. For bookings made within 8 weeks of arrival, the Owners require a completed signed Booking Form and payment of the total rental in order to confirm the booking.

3. Cancellation: The Customer must make any cancellation in writing to the Owners. The Owners will seek to re-let. Where the Customer has paid the full rental, the Owners will make a refund to the Customer if they re-let. The money refunded will depend on the number of nights re-let and payment/s received, and will be less the £75 deposit. If they do not re-let, no refund will be made. Even where the Customer has not paid in full at the time of cancellation, the Customer will remain liable for the full rental unless the Property is re-let. If the Owners cancel a booking for whatever reason, their liability is limited to returning to the Customer all payments received for the booking. It is recommended that Customers obtain travel insurance to cover cancellation.

4. Occupancy: This is a holiday letting and as such is exempt from security of tenure. The Property can be occupied by non-smokers only. Pets are not permitted at the Property. Customers can check-in after 3pm on arrival day and must vacate the Property by no later than 10am on departure day. Maximum occupancy is three named guests (plus one infant age under two years in a cot). Only the persons named on the booking form are allowed in the Property during your stay. The Customer cannot arrange for visitors to the property without the prior written agreement of the Owners. Customers must show due consideration to third parties. If any Occupancy condition is not met, the Owners are entitled to refuse to allow the Customer to take possession of the Property, or to repossess the Property without notice and to make an additional charge. In these circumstances, the Owners will not refund any monies received for the booking and will not have any liability to the Customer as a result of this situation arising.

5. Liability: The Owners shall not be liable to the Customer or third parties for loss, damage or injury to persons or to any vehicle or effects brought onto the Property.

6. Property Care: The Customer and all members of his/her party agree to keep the Property clean and tidy and to leave the Property and its contents in the same state of cleanliness, general repair and order as they found it on arrival. The Owners are entitled to make an additional charge for any extra cleaning required after the Customer's occupancy, and for any consequential loss. In the event of any breakage or damage caused by the Customer or a member of his/her party, the Customer must report this to the Owners at the time and must reimburse the Owners for the cost of replacement or repair, and for any consequential loss. The Owners are entitled to repossess the Property without notice if they reasonably believe damage to the Property or its contents has been caused or is likely to be caused by the Customer or a member of his/her party. In these circumstances, the Owners will not refund any monies received for the booking and will not have any liability to the Customer as a result of this situation arising.

7. Maintenance and Inspection: In the event of any maintenance problem in the Property or malfunction of any appliance or equipment, the Customer must report this to the Owners at the time or as soon as possible, so that repairs or maintenance can be carried out. The Customer must allow the Owners (and their workmen) to enter the property at any reasonable time for maintenance or inspection.

8. Complaints: If the Customer has cause for complaint, he/she should contact the Owners immediately so that the matter can be resolved. Complaints not reported at the time and not during the rental period cannot be entertained or investigated later, after the end of the rental period.