

Booking Terms and Conditions

Contract

The Contract for a short term holiday rental shall be made between you the Guest and the property owner. The contract is governed by UK Law and will be entered into when the deposit has been secured and confirmation of booking provided in writing by the property owner. The contract is subject to these terms and conditions. The property owner reserves the right to refuse a booking without giving any reason. The property owner reserves the right to refuse provision of a key where the guests have not complied with these terms and conditions.

Booking

The lead person named on the booking guarantees that they are aged over 18yrs and have the authority to accept and do accept the terms of these booking terms and conditions on behalf of all guests within the booking party. They acknowledge that the booking is not transferable and that only those guests whose names and addresses appear on the booking form or similar records may stay at the property.

The lead person named on the booking is responsible for; making all payments due within the required timeframes, listing the names and address of all members of the booking party, notifying us in writing if any changes or cancellations are required and for the conduct of all other members of the booking party.

Payment

Our prices are in GB pounds. Payment may be received via online bank transfer. Costs associated with currency exchange may be chargeable to the guest.

Bookings which are made more than 4 weeks ahead of arrival require a deposit of 25% to secure the booking. The remaining balance is to be paid no later than 4 weeks before arrival. Bookings made within 4 weeks of arrival require the full amount to be paid at the time of booking. All bookings require a security deposit.

Guests will receive payment reminders but they cannot be guaranteed. Guests must ensure any balances are paid in full by the due date. In instances where the balance has not been received by the due date, we reserve the right to treat the booking as cancelled by you and the cancellation charges will apply.

Your booking **does not** include holiday insurance. We recommend guests take out holiday insurance.

Security Deposit

A security deposit of £300 is required for all bookings and is added to the booking charge.

The security deposit is fully refundable and will be returned within 7 days of the end your holiday rental period except for any costs due to theft, breakages, damage, extra cleaning, excessive energy, water or wifi usage, additional guests or visitors, keys not returned at the exit date and time, costs arising from management of any of the above and any costs associated with noise or disturbance to neighbours of the property.

Prices

We reserve the right to alter any of our advertised rental prices in the event of government imposed changes or in the event that we make an error. Where an error has been made the guests cancellation charges will be waived.

Guest Booking Alterations

We will always endeavour to comply with guest alteration requests. In the event that the alteration request is received after the booking confirmation has been sent and the request is for a change to different dates or a reduced number of nights, the original booking will be treated as a cancellation.

Guest Cancellations

All cancellations must be received in writing from the booking guest. Cancellation of booking will be effective from the date the written cancellation notice is received by the property owner. The property owner strongly recommends that guests take out insurance against cancellation.

When a guest cancels, regardless of reason (including ill health, weather and travel reasons) the deposit will be non-refundable and if received within 4 weeks of arrival then no refund is payable.

In all cases the property owner will try to re-let the property. Where this is possible the guests will receive a full refund minus a £25 administration charge and any other costs associated with financial transactions or re-letting.

Host cancellations

On the rare occasion that due to unforeseen circumstances we are unable to provide your requested accommodation we will notify you as soon as possible. In this event we will do our utmost to relocate you to another of our properties or if failing this we will refund you all money you have paid.

Advertised facilities

The properties may vary from time to time from the photographs. Not all items, equipment and facilities advertised will be available at all times due to breakdown, malfunction or other reasons. The property owner will try to rectify any malfunctions as soon as possible but no refund of the money paid by the guest will be made.

Right of entry

The property owner will not enter the property during your rental period without your agreement. However the property owner and appointed workers will be allowed access at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance. Appointed maintenance workers will have access to the property for such things as gardening, window cleaning and we shall endeavour to inform you if these are arranged during your rental period.

Services

The rental fee includes bed linen and towels during your stay. Beds will be made up before your stay. Electricity, gas and water are included within the rental charge. Abuse of service provision will incur costs back to the guest.

Health, Safety and Security

Health, safety and security guidance must be followed at all times. The properties are unsupervised and the guests use them at their own risk.

Children under 18 years and adults requiring care

Booking guests need to be aware that items for additional health, safety and security including stair gates, cupboard door locks, bed bars, mattress protectors, fire guards, electrical socket blockers, twisting door locks etc. have not been installed at the property.

Rental Period

The property is let as Holiday Accommodation and on the basis that neither the hirer or nor anyone else has any right to remain in the property after the booking period. The guests are not permitted to conduct a business, trade or profession from the premises.

Check in and check out

The rental period commences from 3:30 pm on the arrival day and ends at 10am on the departure day. Guests who would like to arrive early or leave late may only do so at the prior written permission of the property owner. This may not always be possible and where it is possible additional charges may be applicable.

Visitors and additional guests

No subletting and no unauthorised guests (or visitors) are allowed to enter the property at any time without prior written agreement by the property owner.

Pets

Pets are not allowed unless by the express permission of the property owner and will incur additional costs.

Guide dogs and other support animals required for accessibility are allowed at the property. The Property owner must be informed at the time of booking to enable suitable preparations.

Smoking

The properties are strictly no smoking. Please ensure that smoke generated from smoking outside is not allowed to enter the property and please ensure all cigarette butts are disposed of safely and in the provided pots / bins.

Costs incurred by the damage or cleaning caused by smoking will be passed onto the guest.

Care of the property

Guests should take reasonable and proper care of the property and its furniture, fixtures, fittings and equipment, in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as was found at the beginning.

In the event that you should notice damage in your accommodation or faulty equipment please let the property owner know immediately so that the appropriate action can be taken.

The owner may make reasonable additional charge for additional cleaning work if the property is left in a dirty condition or an abnormal amount of refuse needs to be disposed of.

Guests are required to ensure

- normal security precautions are applied including locking all doors and securing all windows when the property is unoccupied and whilst the occupants are asleep to prevent intruders
- the key safe has had the code shuffled to prevent intruders and keys returned at checkout time
- lights are turned off and heating turned down to 15 degrees when the property is unoccupied
- fixtures, fittings and equipment are not removed from the property and used solely for their intended purpose
- strictly no candles, incense candles, fires in or on the property, no fireworks, no smoking
- to read and observe all health and safety guidance provided at the property

Breakages, damage or missing items

If there have been any breakages or damages during your stay please inform the property owner immediately. The accommodation will be inspected at the end of your rental period and before any other guests arrive. The security deposit return will be based on the inspection following the guests stay.

Guest's behaviour

Guests must treat the property with respect at all times and in particular must ensure that the level of noise emanating from the property is reasonable at all times and does not disturb local residents. If the property owner or appointed responsible person is of the reasonable opinion that any person within the booking party is not suitable to continue their occupation of the property because of unreasonable behaviour, damage, nuisance or breach of these terms and conditions your booking contract will be terminated. Guests will be required to leave the property immediately. No refunds will be made, we will not pay for any expenses or costs incurred as a result of the termination. Guests will be responsible for paying for damage, costs and meeting any claims subsequently made against us as a result of you and your party's actions.

Wifi

Wifi connection is provided free of charge. If the wifi connection fails we will do everything we can to help get it reconnected but we cannot guarantee availability. Please do not use the wifi data excessively. It is suitable for checking emails, social media, general surfing and not for streaming, prolonged YouTube watching or uploading / downloading. Abuse of the wifi usage will incur costs back to the guest

Please use the internet responsibility and ensure no illegal material is accessed or downloaded using our wifi connection.

Parking

Free parking is provided on a driveway at the property, Guests are requested not to block the driveways or walkways around the property or obstruct the roadway. Vehicles, accessories and contents are left entirely at the guest's risk.

Public utilities

The property owner takes no responsibility for the failure of public utilities including suppliers of electricity, gas, telephone, internet, cable television or water services

Force Majeure

The property owner cannot accept responsibility of pay compensation where our contractual obligations to you is prevented or affected by reasons or circumstances which we could not foresee or avoid and all situations which amount to force majeure. These events include such circumstances as destruction or damage of your accommodation (which cannot be satisfactorily remedied before your arrival date) through fire, flood, explosion, storm, other weather damage, subsidence, electrical or gas supply failure, break-in, criminal damage, civil strife, natural or nuclear disaster, war or threat of war, actual or threatened terrorist activity and all similar situations beyond our control.

Liability

The property owner cannot accept liability or any damage, expense, injury, death or loss of any nature whatsoever suffered by any person(s) from any causes other than the proven negligence of the property owner.

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

Privacy

Protecting your privacy is important to us. Please refer to our Privacy Notice for details of what data is held and how this is used.

Lost property

A minimum charge of £10 is made for the return of lost property. The property will be returned upon receipt of the charge / costs for returning the items.

Lost property will be donated to a local charity if it is not claimed within 1 month following departure. The property owner cannot be held responsible for items reported lost which cannot be found

Complaints

We endeavour to ensure that everything is to our guests satisfaction.

If our guests have cause for complaint during a stay at one of our properties, the complaint must be notified as soon as possible so that we may have the opportunity to remedy the cause of the complaint. All complaints must be notified during the period of occupation at the property.

Serious complaints must be received in writing and include relevant information, evidence of the cause for the complaint (e.g. photos') and booking reference. The written complaint and relevant evidence should be received no later than 48 hours after the end of your stay.

Booking Portals and Payment Systems

Guests who are using booking portals and payment systems to secure a stay at HomeViews should ensure that they have read and understood the Privacy and Cookie Policies of those 3rd parties. Whilst we provide links to these 3rd parties we cannot take responsibility for how they secure and process your data.

Terms and Conditions

For the purposes of Interpretation, You / Guests / Booking Party refer to the lead booking person and booking party. We / Our / Property Owner refer to the property owner.

The property owner reserves the right to change or amend these terms and conditions at any time.