

Bawd Hall Terms and Conditions

1. **Nature of Contract** - A contract only exists on written acceptance of a booking (including email) by us (i.e. the Owner and any agent of the Owner) and receipt of the appropriate deposit. Receipt of a deposit alone does not imply acceptance of a booking. No variations to this contract may be made except by the Owner in writing.
2. You (i.e. the Occupiers) agree that you will take good care of the property, **leave it clean and tidy**, report any breakages and agree to be responsible for the cost of a) any breakages or losses of property and b) for any costs incurred (over and above that which is normally incurred) so as to return the property to good condition. This is the main condition of the contract.
3. You agree not to exceed the **maximum number of occupants for the property**.
4. We are entitled to ask you to **leave** without refund if a) there is over occupancy, b) damage has been or is likely to be caused or c) your behaviour is deemed to be unacceptable.
5. **Cancellation by us** - In the unlikely event that the property becomes unavailable then we will seek to inform you as soon as possible after being made aware of this and endeavour to offer you alternative accommodation - if at all possible of an equal standard to that originally booked - or otherwise to return to you any deposit or advance payment which you have made.
6. **Booking Cancellation** - It is strongly recommended that you arrange **Holiday Cancellation Insurance**. If you are forced to cancel your booking we will endeavour to re-let the property. If the property is re-let then any monies received from the re-letting will, after deduction of costs and commissions, be applied to any balance due or if full payment has been made by refund to you. If we are unable to re-let the property then any deposit paid will be retained and any balances due will remain deemed to be payable. We reserve the right to seek evidence of Holiday Cancellation Insurance before accepting a booking.
7. We do not accept any **liability** for any damage, loss or injury to any member of your party or any vehicles or possessions, other than personal injury proven in law to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.
8. A **deposit** of 50% of the booking cost will be required with your booking form. The balance will be due 6 weeks before your Holiday Start Date. If the booking is for less than 6 weeks time the full amount payable will be required with your booking form.
9. **Key Deposits** - A Key Deposit of £100 is payable at the time of paying the balance of the booking cost. This is refunded as soon as reasonably possible after your holiday provided that you or your party have not caused any damage or loss and the property has been left clean and tidy.
10. **Arrival & Departure Times** - Your accommodation will be available to you from 4 p.m. on the day of arrival, unless otherwise arranged. Please be ready to leave the accommodation by 10 a.m. on the day of departure, unless otherwise arranged. Please try to leave the accommodation as clean as possible.

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11. **Unless previously agreed with us, pets are not allowed** in or around the property. We cannot accept more than 2 dogs. Pets must not be allowed on the furniture or left unattended in the property. You must keep the house clean and not allow pets to foul the garden. You will be held responsible for any damage caused to the property, wildlife or neighbouring stock by any pet you bring to the premises.
12. **Smoking is strictly forbidden** in the property and in the surrounding grounds and buildings. You will be held responsible for any damage caused to the property, additional cleaning costs or other consequential losses arising as a result of smoking.
13. **Linen, Towels, Oil, Electricity**. These are provided free of charge, assuming reasonable usage.
14. **Telephone & broadband**. Telephone & broadband are available ex gratia to guests assuming reasonable usage. We reserve the right to charge for downloads in excess of 2 GB and telephone calls in excess of £5. These limits apply to bookings of up to 1 week – for longer bookings we allow 2 GB and £5 per week. We cannot guarantee the availability of phone and broadband services and are not able to provide technical support for computer connection difficulties.
15. **Parking** easily accommodates three cars. If there is a requirement to accommodate larger vehicles, boats, caravans and trailers, please discuss before booking.
16. **Complaints & Loss of Amenities**. If there should be any cause for complaint, this must be reported to us, as indicated in the house instructions, immediately, otherwise the matter cannot be fully investigated. It is too late to report such matters after the holiday. If furniture, facilities or equipment fail or become faulty during the holiday, no guarantees are given and no refunds will be made should any such problem occur and not be immediately rectifiable or rectified. We will however endeavour to rectify any such problems as quickly as is possible and reasonable.
17. We shall be allowed **access** to the property to undertake repairs or inspections.
18. **Please take care with our property**. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may charge for repair or making good if the damage or breakage is significant, and we may make an additional charge of £30 if you did not report this.
19. Whilst every effort has been made to ensure that any description or representations are accurate and are made in good faith, neither they nor any representations made by us shall create any liability on our part.
20. **Data** - Any data collected during the course of this booking may be kept on computer.

Bawd Hall Terms and Conditions – last updated May, 2012.