

Chichester Holidays - General Booking Terms and Conditions

Booking

For all bookings, including holding reservations made by telephone or internet, the Lead Guest must complete and sign the Holiday Letting Agreement and the Booking Form and return to us within 72 hours of the holding reservation date. The Lead Guest must be over 18 years of age and authorised to make the booking, and to accept these Booking Terms and Conditions by all persons named on the Property Rental Booking Form. The Lead Guest will be responsible for making all payments due.

On receipt of documents from us you must advise us if anything appears to be incorrect. We (the owners or managers) regret that we cannot accept liability if we are not notified in writing of any inaccuracies within 7 days of our dispatching the documents to you. We reserve the right to refuse a booking without giving a reason.

Rental Payment

In order to confirm your booking, payment of 50% of the total rental fee must be paid at the time of reservation (non-refundable/non-transferable) and the booking will only be finalised when we receive your signed Holiday Letting Agreement and Property Rental Booking Form (within 72 hours of reservation). Payments may be made by BACS transfer, UK Debit or Visa/Mastercard Credit Card. UK Bank Cheque payments also accepted for balance payments only (ie not for deposits or when bookings are made within 6 weeks of arrival).

We must receive the balance of the rental fee by 6 weeks prior to the booking arrival date. If payment is not received by us in full and by the date given in our confirmation document, then we reserve the right to treat the booking as cancelled. In this case, cancellation charges as set out in the clause 'Cancellation By You' will be applicable.

NB No reminders of payment dates will be sent.

Booking requests received 6 weeks or less before the booking arrival date must be paid in full, and the Holiday Letting Agreement & Property Rental Booking Form signed and returned to us by return – all other booking conditions are as outlined in the clause 'Booking' above.

Although we would not anticipate any costing errors on the confirmation invoice, should there be an obviously incorrect price shown, then we will issue a new invoice and will not be bound by the price shown on the incorrect invoice.

Your Contract

A binding contract comes into existence when your booking is confirmed by us. This contract is governed by English Law. It is mutually understood and agreed that any dispute, claim or any other matter that arises out of this contract or your holiday, will be dealt with by the courts of England and Wales.

Cancellations – By You (Lead Guest)

You may cancel your booking at any time. Cancellations must be communicated to us in writing and take effect from the date received and acknowledged by us. In the event of cancellation by you – then the following non-refundable/non-transferable charges become applicable. Curtailment of rental – no refund.

More than 6 weeks prior to arrival date – 50% of full cost
Between 4-6 weeks prior to arrival date – 75% of full cost
Between 2-4 weeks prior to arrival date – 90% of full cost
Less than 2 weeks prior to arrival date - 100% of full cost

Security Deposit

A cash security deposit (or credit/debit card pledge) of £200 (£250 if Bedlinen is hired or we agree to accommodate a dog at the Bay Apartment) must be paid on arrival. This will be refunded within 7 days of departure, less any breakages/damage/excess cleaning charges levied. In making a booking you warrant to leave the premises in a clean and tidy condition ie the apartment is to be left clean and tidy when vacated - bathroom(s)/kitchen clean, washing up done, bins emptied, floors clean and free of debris. If this is not done, then an additional cleaning charge will be deducted from the deposit dependent on the amount of additional time spent, over & above the normal allocated cleaning time included in the rental charges (min charge 2 hours) We reserve the right to charge additional sums if any breakages/damage/excess cleaning charges are in excess of the security deposit.

Cancellation – By Us

It is extremely unlikely that we will have to make any changes to your property rental. However, occasionally we may have to make changes and reserve the right to do so at any time. Most of these changes would be minor and we will advise you of them as soon as they may be applicable. If we are forced to cancel the property rental because of force majeure or for any reason that makes the property unfit for rental, you will have the choice of either allowing us to try to locate a suitable alternative property on your behalf, or of cancelling the booking and accepting a full refund of all monies paid to us. Please note that we are not liable for any consequential loss or incidental expenditure resulting from the cancellation of your holiday.

Insurance

We strongly advise that all guests have/arrange adequate Travel Insurance that includes cover for cancellations (see Cancellations clauses) and possessions. It is accepted and agreed that it is the responsibility of guests to ensure that their personal possessions are adequately insured and that we (the owners) cannot accept responsibility for theft of, loss of or damage to personal possessions, including vehicles/sports equipment or any personal possessions left in a vehicle parked in the visitor car park, or outbuildings.

Complaints

Complaints must be reported **immediately** to the owners of the property or their representatives thereby giving them the opportunity to investigate and if at all possible rectify the problem during your stay. If the problem cannot be rectified during your stay, you must put your complaint in writing and send it recorded delivery to us within 28 days of departure giving full details of your complaint. We cannot accept to investigate complaints if you have not followed the course of action laid down in this clause.

Occupation of the Property

Only the named guests are permitted to use occupy or stay in the property. The owners or their representatives have the right at all times to refuse access to the property for people who are not members of the booked party. Failure to comply with this clause may result in enforced curtailment of the rented holiday period without refund or further redress.

Location Map/Directions – Key Collection

A location map and key collection/arrivals procedure will be sent to the Lead Guest on confirmation and receipt of deposit payment.
NB – Lost or mislaid keys will be charged @ £100 (new locks would need to be fitted for security purposes).

Arrival/Check-In Time

This is between 1600 & 1830 hours on the arrival day booked.

Departure/Check Out Time

This is by 1030 on the departure day booked.

Chichester Holidays

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