

1, Barricane House, Mortehoe

Booking Conditions

Booking Conditions and General Information - Please read carefully

The hiring contract is between the Hirer and the Owner of No 1, Barricane House and incorporates the conditions set out below:

Authority to Sign

The person sending the Booking e-mail certifies that he/she is authorised to agree the Booking Conditions on behalf of all persons included on the Booking e-mail. The sender must be a member of the party occupying the property and must be 18 years of age or over. Bookings cannot be accepted from parties of young people under 18 years of age.

Hirer's Obligation

The Hirer agrees:

- a) To pay for any breakages, losses or damage to the property.
- b) To only wash wetsuits in the back garden using the hose and washing rail provided.
- c) To take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of the tenancy. Particular attention must be given to the kitchen, ensuring that all equipment and utensils are left clean and tidy. The Hirer is responsible for any excessive cleaning costs incurred.
- d) To permit the owners and their approved tradesmen reasonable access to the property to carry out any urgent maintenance.
- e) Not to sublet or share the property except with persons nominated when booking. The maximum number of persons allowed at the property is as stated in the Booking e-mail and must not be exceeded. (Owners reserve the right to terminate the hire without notice and without refund in case of a breach of this condition).
- f) To not allow any pets in the property.
- g) To not allow smoking in the property.

Payment

Bookings are to be accompanied by a deposit of 20% of the rent. The balance of the rent, together with a £250 refundable 'Good Housekeeping' bond, must be paid 56 days (8 weeks) before the commencement of the holiday. Non payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Hirer. The £250 'Good Housekeeping' bond shall be refunded within 14 days of your departure should no deductions be necessary. Payment by electronic banking is preferred, although credit cards can be accepted with a small charge.

Cancellation

If the Hirer wishes to cancel the booking for non-insurable reasons he should advise Maggie Boyd immediately by telephone on 01428 652283, followed by a confirmatory e-mail to maggie.boyd@live.co.uk. Upon receipt of such e-mail the Owner will (but without any obligation to the Hirer) use their best endeavours to obtain a replacement letting and, if such replacement is obtained, will then refund to the Hirer any monies paid. If the Owner is unable to relet they shall be entitled to retain all payments already made.

Non-availability of Property

If, for any reason beyond the Owner's control, the property is not available on the date booked, all rent paid in advance will be refunded in full. The Hirer shall have no further claims against the Owner.

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Booking Conditions

Caring for your Safety

Every reasonable effort has been made to indicate possible safety hazards in the property description. However, it is guests' responsibility (particularly parents with young children) to inspect the property and grounds immediately on arrival and note any possible hazards. Check the layout of the holiday property so that in an emergency you can get out quickly and easily. Please read and respect any warning/hazard/restriction notices that have placed in the property. Please remember that older properties have low windows, were built before the days of minimum ceiling/door heights, easy stair gradients, cavity insulation and damp proof courses.

Arrival and Departure Times

The property is normally only available after 3.00 p.m. on the day of arrival and must be vacated by 10.00 a.m. on the day of departure please.

Bed linen, etc

Bed linen is provided and beds are fully made up and ready for your arrival. Bath/Shower mats and tea towels are also provided. However, personal towels and cot linen are not provided.

Telephones

Those familiar with Mortehoe will know that mobile phone reception is very patchy. To help communication a house phone 01271 870178 is available which has free calls to UK landlines (i.e. numbers beginning 01, 02 & 03) after 7pm and before 7am on weekdays and all weekend. All other calls will be recharged to the Hirer at cost and deducted from the 'Good Housekeeping' bond.

Wireless Internet access

Free internet access is available via a wireless router within the house.

Parking

Barricane House has no designated parking space and the whole village is a restricted parking zone. However the village 'pay and display' car park is about 100 metres away and '24 hour' or 'weekly' tickets can be purchased there in cash or in advance by debit/credit card from North Devon Customer Service Centre on tel: 01271 388279

Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible. It is essential that you contact the Owner immediately if any problem arises so that it can be speedily resolved. Discussion with the Owner whilst you are in residence usually enables shortcomings to be rectified straight away. Please help us to help you by following this procedure which is designed to effect the speediest possible investigation and rectification of complaints. We cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

General

Every reasonable effort has been made to ensure that the descriptions/photographs are accurate and all statements are made in the honest belief that they are accurate at the time of publication.

Reception Service

The Owner will endeavour to phone you on the house phone on the day of arrival, or the following morning, to check that you have settled in satisfactorily.