

## BOOKING TERMS and CONDITIONS 2011 (applies to all properties)

**read this carefully.** When you book your holiday with us you are entering into a contract which binds you and us in various ways. You will see that we have set out clearly the booking conditions with a list of responsibilities and commitments we and you have towards each other.

### CONTRACT OF HIRE

Trewince Holiday Lodges acts as agents for the owner of the property you are hiring, therefore any contract is between the owner of the property and you 'the hirer'.

### TERMS

All terms are per week for the lodge as equipped and described. **You may normally access the lodge from 4:00p.m.** (subject to unavoidable delays). **You must leave the lodge before 10:00 a.m. You are obliged to leave everything in a clean, tidy, and orderly condition.** You are responsible for any damage done or loss sustained during your stay. Prices include VAT at 17.5% (where applicable) and are subject to change if the rate or application of VAT changes. In the event of a change in the rate of VAT during the course of the year, your holiday will be invoiced at the new amount of VAT unless you have already taken your holiday or paid the balance in full, prior to the date of the change.

### BOOKING

Bookings can only be accepted by persons under the age of 25 years by special arrangement. We do not accept bookings from groups of persons where the majority of members are under the age of 25 years.

The numbers of persons occupying the lodge **MUST NOT** exceed the maximum stated (usually 6 persons) (Babies under 2 are not normally counted as a member of the party but space for cots may be very limited)

The person who signs the booking form (the hirer) will be responsible for all the persons included on the booking form and should ensure they are aware of the booking conditions.

Trewince Holiday Lodges reserves the right to decline any booking or refuse to hand over a key to any person who it is believed has not complied with the booking conditions.

### RESERVATIONS

Provisional reservations can be accepted by telephone and must be confirmed within 7 days by receipt of a correctly completed booking form, the required deposit, and booking fee.

Provisional reservations will be cancelled after 7 days without further reference.

To secure a reservation:

Complete all parts of the booking form.

Send the completed form to us together with the required deposit and booking fee.

Pay the balance of the cost at least 6 weeks before the holiday is due to start. (note: reminders will not be sent)

If the balance is not received within the time specified, Trewince Holiday Lodges reserves the right to cancel the booking and retain the deposit and booking fee.

Bookings made within six weeks of the start date of the holiday require payment in full at the time of booking.

### BOOKING CONFIRMATION

The submission of the completed booking form (or telephone agreement) shall constitute an offer and a contract shall come into existence.

Once a booking has been confirmed by us to you, should you require us to amend your booking for any reason, (including for example loss of the original invoice, change to linen requirements, or request for a different holiday lodge) then a fee of £15 will be payable.

### BOOKING MONIES

When you book you must pay the applicable initial payment shown in this brochure. For bookings from overseas we require 50% of the hire charge as Initial Payment. Your balance of hire money is due and payable by the date printed on your hire invoice. WE do not send another reminder after the invoice has been sent. We reserve the right to cancel your holiday and retain the deposit paid if full settlement of the invoice has not been paid by this time. For bookings made within 6 weeks of your holiday start date you pay the full monies when you make your booking. We reserve the right to pass on to you any bank charges and other costs we incur if payment is made in a foreign currency, by Eurocheque exceeding £700, or by any method not normally accepted by us or if we have to represent a cheque or process late payments.

### CANCELLATION BY YOU

Telephone us immediately if you have to cancel your holiday. Then on the same day send us by first class post your hire invoice. Your cancellation is effective from the date we receive your written notification. Your cancellation will be acknowledged by us in writing. We will then endeavour to re-let for you.

If we are successful in re-letting all of your holiday you will only forfeit your booking deposit.

If we are only successful in re-letting part of your holiday or only manage to re-let the whole of your holiday at a lower price than that originally paid by you and the value of the re-let is less than your outstanding balance of hire you will also be held responsible for the difference. If we cannot re-let, then you will be responsible for the prompt payment of the full cost of the holiday. **We strongly advise you to take out cancellation insurance.**

### CANCELLATION INSURANCE

Due to changes made by the FSA, Trewince Holiday Lodges is no longer able to arrange cancellation insurance on your behalf. We strongly recommend that your own appropriate cancellation insurance is in place at the time of booking.

### LOSS, DAMAGE and CARE OF PROPERTY

All lodges are privately owned holiday homes which the owner makes available for your use.

The hirer is responsible for any loss or damage to the property and for taking care of the property and leaving it in a clean, tidy, and orderly condition. The hirer specifically agrees that, a damage deposit of £100 will be taken by noting your credit card details on arrival. Your card will only be charged if it is found necessary to carry out excessive cleaning or to repair any damage or replace any loss sustained during your stay.

### LODGE DESCRIPTIONS

Trewince Holiday Lodges takes every care to ensure the accuracy of lodge descriptions. All information is given in good faith and believed to be correct at the time of printing. However, by their nature, descriptions are subjective and if any aspect of the accommodation or facilities is of particular importance we request that you contact us to discuss further.

### SMOKING

Smoking is **not** permitted anywhere within any of the lodges.