

## **Booking Procedures and Conditions**

We hope that our cottages meet your requirements. If you would like to make a booking, please either email or telephone us to check the date, and we will make a **provisional reservation** for you.

Your **provisional reservation** will be held for **5 working days** whilst awaiting your **completed reservation form and initial payment**. Upon receipt of the signed reservation form and initial payment we will send you a confirmation note confirming the balance payable and the latest date – which will be 6 weeks prior to arrival date – by which we should receive **final payment**. On receipt of final payment we will send you a final confirmation account, route directions and details concerning the collection of the key. After your stay we will return the damages deposit (included in the final payment). In the unlikely event of any breakages, missing items, or unreasonable wear-and-tear, we will deduct the remedial costs from your deposit.

### *Late Bookings:*

We are always happy to accept late bookings. Please just telephone or email us first to discuss your requirements and we will do our best to make all the necessary arrangements at short notice for you. For all bookings made within 6 weeks of the holiday starting date, **full payment is due on booking**. For last minute bookings, we will require a building society cheque prior to the commencement of your holiday.

### *Dogs:*

We welcome well-behaved dogs, but the cottages are not huge, so the number of dogs we can accept will depend on the number of guests. Please note the gardens are not suitable for exercising dogs, and are not fully enclosed. Please call us to discuss. For the benefit of other guests, we ask you to adhere to the following procedures:

1. Dogs must be under strict control at all times while in the property
2. Any fouling in the garden must be cleared up without delay
3. The owner must bring the dog's bed or basket for sleeping in
4. Dogs **MUST NOT** be left alone in the property or garden at any time
5. Dogs **MUST NOT** lie on beds or furnishings, and hair must be well cleared up before departing.

### *Booking Conditions:*

1. We accept no responsibility for personal injury to guests, or loss or damage to their property, or for other matters which are out of our control.
2. Bookings are not confirmed until we have received the booking form and applicable fee.
3. The agreement is made on the basis that the property is to be occupied by the guest for a holiday (Housing Act 1988 Schedule 1 paragraph 9) and the guest acknowledges that the license granted by this agreement is not an assured tenancy.
4. Bookings cannot be taken from persons under 18 years of age.
5. A non-refundable deposit of 1/3 of the cost of the holiday must accompany the booking form.
6. Once a booking is confirmed, final payment is due 6 weeks before arrival. This will be 2/3 of the cost of the holiday, plus a £100 damage deposit.
7. We reserve the right to re-let the property where the final payment is outstanding for 14 days or more, and the original booking will be treated as cancelled.
8. In the event of you having to cancel your holiday, please notify us by telephone, and then put in writing to us.
9. In the event the property becomes unavailable (eg. due to fire or flooding or to any other event beyond our control), we will refund you all monies paid out to us, or a proportion in the case of curtailment.
10. The guest shall keep the cottages and all furniture, fixtures, fittings and effects in the same state of repair as at the commencement of the holiday, and shall leave the cottages in the same state of cleanliness and general order in which it was found. The guest must report to the owner any damage or breakages during their stay, the cost of which will be deducted from the damages deposit.
11. The guests rights to occupy the property may be forfeited without compensation if: (a) more people or pets than specified on the booking form take occupation, (b) overnight guests are entertained without the express permission of the owner or (c) any activity is undertaken which may cause unreasonable damage, noise or disturbance.
12. In the event of there being cause for complaint, the matter should be taken up with us right away so that an on-the-spot investigation can be made if necessary and remedial action taken if required. Compensation cannot be granted for complaints made after the holiday has ended when the guest has denied us the opportunity to investigate and endeavour to put things right during the tenancy.
13. We reserve the right to access the cottages at any reasonable time during any holiday occupancy.
14. These booking conditions will apply to all confirmed bookings.

## Waterside Holiday Cottages Booking Form

If you are booking multiple cottages, please complete a separate form for each cottage.

Name of Cottage: \_\_\_\_\_

Dates required: Arrival: \_\_\_\_\_ Departure: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Applicant's Address: \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Telephone: Daytime \_\_\_\_\_ Evening \_\_\_\_\_ Mobile \_\_\_\_\_

Email address: \_\_\_\_\_

Number in party: \_\_\_\_\_

Names (& age if under 18): 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

Number & breed of dogs: \_\_\_\_\_

If your stay is 2 weeks or more, please indicate if you'd like a linen change after each week (the housekeeper will use her key to access the cottage between 10am and 3pm) YES/NO\*

How did you hear about us? \_\_\_\_\_

Payment: If your booking is more than 6 weeks in advance, please send the initial payment section. For bookings within 6 weeks, please complete the full payment section.

Initial Payment:	Total rental charge:	£ _____
	1/3 of full rental charge	£ _____
	Balance due 6 weeks before holiday commences	£ _____
	Plus £100 refundable damages deposit	£100
	Total balance due:	£ _____

Full Payment:	Total rental charge	£ _____
	Plus £100 refundable damages deposit	£ 100
	Total payment due:	£ _____

**Payment by personal cheque, bankers draft or building society cheque please made out to "Frances Bailey". Please send to 82A Nightingale Road, London SW12 8NR.**

**Alternatively, if you prefer, please pay directly into my bank account quoting your full name. Bank account number 71593535, Sort Code 55-61-37.**

Declaration: I am over 18 years old and I have read and accept the booking conditions

Signed: \_\_\_\_\_ Dated \_\_\_\_\_

Official Use Only:

Deposit received: \_\_\_\_\_ Final payment due: \_\_\_\_\_

Confirmation mailed: \_\_\_\_\_ Deposit returned: \_\_\_\_\_