

Regatta Cottage - Terms and Conditions

1. General conditions

The contract is made between the tenant and the Owner of the property for which the booking is made and is deemed to be made subject to these Terms and Conditions contained herein. The acceptance of a booking from a tenant creates a contract between themselves and the Owner of the property.

Once the signed Booking Form and Deposit have been received the holiday booking is then firm, and the full rent will be required, even if you have to cancel your holiday. (see clause 6 in these Booking Conditions).

We will not be liable for any act, neglect or default on the part of any person nor any accident, damage, loss, injury, expense or inconvenience whether to person or property which the tenant or any other person may suffer or incur arising out of or in any way connected with the letting or resulting from any other cause whatsoever. We advise you to arrange your own insurance to cover yourselves and your personal belongings whilst staying at the property.

We require a UK landline telephone number and address to secure bookings.

2. Payment and booking deposit

The tenant will be asked to complete and sign a Booking Form and send this with a non-refundable deposit of 50% of the total holiday rental within 5 days of your reservation to:

Amanda Caley

31 Long Reach, West Horsley, Surrey, KT24 6LZ

The tenant will be asked to complete and sign a Booking Form and send this with a non-refundable deposit of 50% of the total holiday rental within 5 days of your reservation. The balance of the rental is due six weeks before the start of the holiday. In the event that full payment is not received by this date, we reserve the right to cancel the booking and re-allocate the property, though the balance remains due.

Receipt of the deposit will be acknowledged with a reminder of the date when the balance is due and no further reminder will be given. If a booking is made within six weeks of the start of the holiday full payment must be sent with the booking form, together with a security deposit of £100.

3. Security deposit

A security deposit of £100 must be sent with the balance of your payment. This security deposit is held against breakages, damages and any cleaning if it should be necessary.

The security deposit, or balance of the security deposit, will be returned to the tenant, within 10 days of the return of the keys to the owner, less any deductions in accordance with these terms and conditions.

4. Damages and security

The tenant agrees to keep the property and all fittings, furniture, equipment and other contents in or on the property in a like state of repair and condition as at the commencement of the letting and will make good (or will arrange with us to make good) any damage, breakage, or loss that may occur during the period of letting.

Tenants are asked to leave the property clean and tidy and to ensure that they take all their personal belongings with them. On changeover days there is only time for a superficial check and a general clean. We rely upon the goodwill of our guests whose co-operation we greatly appreciate. Should the property be left in a poor condition, requiring more intensive cleaning, then this will be charged at £10 per hour and deducted from the security deposit.

Any damages or breakages are the responsibility of the tenant. Please advise us of any breakages that occur before you vacate.

All windows and doors must be locked whenever you leave the property.

5. Property

Unless otherwise stated, the rental of the property includes, rates, insurance of the property water, gas and electricity. Long lets (four weeks and over) are exclusive of all bills.

The property is equipped with crockery, cutlery, sheets, blankets and adequate cleaning equipment, linen, tea towels and towels (not to be used as beach towels!). You will need to bring your own beach towels.

Waterproof mattress protectors are available on request and we ask you to use them if there is any chance that they may be needed.

If any items left behind after your departure are to be collected from the property and/or returned, then a £10 handling charge, plus postage and packaging will be deducted from your security deposit.

6. Cancellation

Any cancellation made by the tenant (for whatever reason) shall be in writing to: Amanda Caley 31 Long Reach, West Horsley, Surrey, KT24 6LZ. The effective date of cancellation is when written notification is received.

If a cancellation is requested more than six weeks in advance of the letting the balance of any monies paid, less the booking deposit, will be returned to the tenant. If the cancellation is requested within the six weeks prior to the letting the owner will retain the 50% booking deposit and also reserves the right to retain the balance of the rental (should it not be possible to re-let the property for this period).

We would strongly recommend tenants arrange full travel insurance (including cancellation cover) as soon as they submit the signed Booking Form.

7. Overcrowding

The number of people occupying the property may not exceed the number on the booking form, maximum of 8.

We reserve the right to terminate the agreement with no refund if the behaviour of the tenants is considered unacceptable or if the number of occupants exceeds the number of beds available.

8. Acceptance of conditions

Upon confirmation of booking, a binding contract is created between us for the full rental, and a non-returnable 50% payment of the full rental charge plus the security deposit (£100) is due by return post.

The acceptance of the property from the owner will be deemed an acceptance of these terms and conditions.

9. Pets

Sorry no pets are allowed.

10. Smoking

The tenants agree not to smoke, nor to allow smoking, inside the property at any time. If this is not strictly adhered to it will result in the loss of the damage deposit.

11. Arrival and departure times

Holiday lettings are by the week (unless by prior arrangement) from 1500 hrs on the date of arrival to 1000 hrs on the date of departure. The time lapse is to enable the property to be inspected in between lets to ensure everything is in good order.