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Booking Terms & Conditions

1. Duration and Times of Rental

- 1.1. Rentals are for a maximum of four weeks and commence at 4.00pm on the first day of the Rental Period and end at 10.00am on the last day of the Rental Period, unless otherwise notified in writing by the owner.
- 1.2. The Rental Period cannot be exceeded unless The Owners give written approval. The Customer will be liable for any cost of whatever nature incurred because of an unauthorised extension.

2. Deposit

- 2.1. If a booking is made eight weeks or more before the first day of the Rental Period, a Booking Deposit of 30% plus Booking Fee - £20 - is payable.
- 2.2. The Booking Deposit shall be paid by the Customer at the time they submit the booking to The Owners.
- 2.3. If a booking is made less than eight weeks before the first day of the Rental Period, the full Rental Fees, plus any additional charges, must be paid at the time of submitting the booking.
- 2.4. The Customer agrees to pay the Booking Fee.
- 2.5. The Customer's submission of a booking is an offer to book the Property. If the Property is available on the requested dates, The Owners will send the Customer a Booking Confirmation. At this point a binding contract, incorporating these Conditions, will come into existence. The Owners reserve the right to refuse a booking and if The Owners refuse a booking, the Deposit, Rental Fees and any additional charges paid by the Customer will be refunded immediately.

3. Final Payment

- 3.1. Unless otherwise agreed by The Owners in writing, the Rental Fee shall be set out on the price list attached at the time of submitting the booking.
- 3.2. Subject to clause 5, as soon as the Booking Confirmation is sent, the Customer is responsible for payment of the balance of the Rental Fees in accordance with clause along with any additional charges such as optional extras.
- 3.3. Payment of the Rental Fees and additional charges are due to The Owners eight weeks before the first day of the Rental Period (the "Due Date") and non-payment by the Due Date may be treated as a cancellation.
- 3.4. If the balance of Rental Fees is not paid by the Customer on the Due Date, then the Customer will be deemed to have cancelled their booking and The Owners shall retain the Booking Deposit and Booking Fee.
- 3.5. The Owners shall not be responsible for sending reminders of the Due Date. The Due Date will be set out on the Booking Confirmation.

4. Changing a Booking

- 4.1. The Rental Period may not be changed by the Customer within two weeks of the first day of the Rental Period, any other date changes are subject to approval by The Owners and a £20 administration fee payable to The Owners.

5. Cancellation

- 5.1. A Customer who wishes to cancel the booking must notify The Owners in writing ("Cancellation Notice").

Booking Terms & Conditions cont'

5.2. In the event that a Cancellation Notice is received by The Owners, a cancellation charge is payable depending on the number of days before the first day of the Rental Period. The amount payable is set out below:

0 to 13 days	100%
14 to 27 days	75%
28 to 55 days	60%
56 days or more	Deposit

5.3. The Owners strongly recommend that Customers take out cancellation insurance in relation to their booking.

6. Optional extras

Pets are charged at £30/break/pet.

7. Method of Payment

All payments made to The Owners bank acc' by BACS:

Wedding and Events Angel

Bank: Lloyds Bank

Sort code: 30-98-97

Acc' No': 29026060

8. Pets

8.1 Pets are not permitted in the bedrooms or on the furniture in the Property and The Owners cannot accept responsibility for their safety. Pets must not be left at the Property without the prior consent of The Owners and are subject to any conditions imposed by The Owners. The Customer agrees that pets shall be kept under control whilst being exercised on the premises.

8.2 A charge will be made for each pet.

9. Customer obligations.

The Customer agrees:

- 9.2. to pay for all additional utilities and fuel incurred during the Rental Period and not included in the Rental Fee;
- 9.3. to report to The Owners any damage, destruction, loss, defect or disrepair affecting the Property or items listed on the Inventory (if any) as soon as it comes to the attention of the Customer;
- 9.4. to pay for any losses or damages to the Property caused by a Guest in their party (excluding any damage caused by fair wear and tear and the cost of any damage which may be recoverable under insurance policies). If it is proven that damage is directly attributable to the Customer or Guest then The Owners have the right to reclaim any costs incurred up to the sum of £150 from the Customer. All damage or breakdowns must be reported immediately so issues can be put right before the arrival of the next guests;

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- 9.5. to take good care of the Property and leave it in a clean and tidy condition at the end of the Rental Period. A cleaning service is not provided during the Rental Period unless otherwise confirmed in writing by The Owners. If the Owner is dissatisfied with the condition of the Property upon the Customer's departure, they reserve the right to refuse to take a booking from that Customer in the future.
- 9.6. to permit the Owner reasonable access to the property at all times without notice;
- 9.7. not to part with possession of the property, or share it, except with Guests identified on the Booking Confirmation;
- 9.8. not to sell or transfer the booking to another party without The Owners' prior written consent;
- 9.9. not to exceed the total number of occupants stipulated on the Booking Confirmation. The Customer further agrees that a cot may only be occupied by a child aged 24 months or less at the start of the Rental Period;
- 9.10. not to smoke at a non-smoking Property or cause an annoyance or become a nuisance to occupants of adjoining premises;
- 9.11. to only use the designated parking spaces allocated (if any). Unless otherwise stated, all parking spaces shall only accommodate an average-sized car. The Owner accept no liability if the Customer or Guest's vehicle is damaged.

10. Non-availability of Property

- 10.1 The Owner will not be liable or responsible for any failure to perform, or delay in performance of, any of their obligations in these Conditions that is caused by an Event Outside the Owners Control.
- 10.2 If an Event Outside Control takes place that affects the availability of the Property during the Period, the Customer will be contacted as soon as reasonably possible and the Owner's obligations under these Conditions will be suspended and the time for performance will be extended for the duration of the Event Outside Control. Where the Event Outside Control results in the Property becoming unavailable during the Rental Period, the Customer may end the contract and all payments will be refunded.

11. Liability

- 11.1 Nothing in these clauses excludes or limits the liability of The Owners:
 - a. for death or personal injury caused by The Owners' negligence;
 - b. for any matter which it would be illegal for The Owners to exclude or attempt to exclude their liability.
- 11.2 If the Owner fails to comply with these Conditions, the Owner is responsible for losses which are a foreseeable result of their breach of these Conditions or their negligence, but the Owner is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the breach or if it was contemplated by the parties at the time the parties entered into a binding contract.
- 11.3 The Owner is not liable for business losses. The Owner only lets the Property for domestic and private use. If the Customer, or a Guest, uses the Property for any commercial or business purpose the Owner will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

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12. Complaints

- 12.1 All complaints must be notified to The Owners as soon as reasonably practicable to carry out an on-the-spot investigation of the Property and if necessary.
- 12.2 The Customer agrees that the Owner shall be given the opportunity of investigating the complaint within a reasonable time and the opportunity to correct issues during or after the Rental Period.

13. Breach of Contract

- 13.1 If there is a substantial breach of any of these Conditions by the Customer or any of their Guests, the Owner reserves the right to re-enter the Property and terminate (i.e. bring to an end) the contract that exists in relation to the Property and may recover possession of the Property.
- 13.2 If there is a substantial breach of any of these Conditions by The Owners, then the Customer has the right to terminate (i.e. bring to an end) the contract that exists in relation to the Property and may leave the Property.
- 13.3 Ending the contract by the Owner or the Customer does not affect that party's other rights and remedies.

14. Personal Data

- 14.1 The Owner will use the personal information you provide to verify the identity of the Customer and Guests who will be occupying the Property and to contact the Customer and Guests with information about the Owner's Property.
- 14.2 The Owners also obtain your personal information in the course of the sale, or negotiations for the sale, to you. The Owners may contact you by electronic means (email or text) with relevant information and offers. If you do not want The Owners to use your data in this way, you can opt out at any time by contacting The Owners.
- 14.3 The Owners may retain your information for the period necessary to fulfil the purposes for which it was first collected unless a longer retention period is required or permitted by law.

15. Validity Clause

In the event that a court finds that a condition (or part of a conditions) in these Conditions is invalid, unenforceable or illegal, the other conditions shall remain in force.

16. Governing Law and Jurisdiction

The contract between the Owner and the Customer shall be governed by the laws of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have the exclusive jurisdiction to settle any dispute of claim arising out of or in connection with the contract or its subject matter or formation (including non-contractual disputes or claims).

17. Authority to sign

The Customer who completes and submits the booking warrants that:

he or she is authorised to accept these Conditions on behalf of the Guests, including those substituted or added at a later date;

he or she is over eighteen years of age; and

he or she agrees to take responsibility for the Guests occupying the Property, and to notify The Owners if they are not a Guest.

Booking Terms & Conditions cont.

18. Bed linen and towels

Linen and towels are changed at the end of the Rental Period and a fresh set is provided weekly during the Rental Period.

Booking Form.

Guests

Name (Adult)	Pet(s)

Dates

Date of Arrival	Number of Nights	Date of Departure

Fees

Total Amount	Amount Payable on Booking Date	Remaining Payable and Due Date

Specific Requirements

Pet Care	Cot	Catering (options booked separately)



BRICKHOUSE
VINEYARD

Booking Confirmation.

Guests

Name (Adult)	Pet(s)

Dates

Date of Arrival	Number of Nights	Date of Departure

Fees

Total Amount	Amount Payable on Booking Date	Remaining Payable and Due Date

Specific Requirements

Pet Care	Cot	Catering (options booked separately)

Signed by the owner: _____ Date: _____

The Folly at
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