

Wightsands Holiday Let

Booking Terms and Conditions

Your contract is with Paul and Eileen Brimstone ('we', 'us' and 'our' in these booking conditions) for the property known as 'Wightsands' (the property). References to 'you' or 'your' are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contract with us so please read them carefully. Nothing in these Booking Conditions affects your statutory rights.

1. Making your booking

When you book this property with us you should return the completed Booking Form to us together with your payment for the initial deposit. Please note that the Initial Deposit is only refundable if you cancel your booking within seven days of receiving our written email confirmation of your booking.

Your booking is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

We strongly advise that you take out your own [Holiday Insurance Policy](#) to cover you for any cancellations.

Once the completed Booking Form and the Initial deposit have been received and accepted by us, we will issue you with our written/ email confirmation. The contract between us will only be formed when we send you our written/email confirmation and are subject to these terms and conditions. We reserve the right to refuse any bookings prior to the issue of our written confirmation. If we do this we will promptly refund any money you have paid to us.

You should carefully check the details of our written confirmation and inform us immediately of any errors or omissions.

2. Paying for your booking

You are required to send us your payment for the balance of the Rental and the Security Deposit at least eight weeks prior to the Arrival Date as set out in our written confirmation. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you. We will then re advertise those dates.

We will hold the Security Deposit to be applied against reasonable cleaning and/or replacement of the property, furnishing, fixtures and fittings. We will return the Security Deposit to you within 7 days, less any deductions in accordance with the conditions listed above.

Any charges incurred by your payment method will be charged to you. We will deduct the payment charges from your security deposit. This is also includes returning your security deposit.

3.If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on your Booking Form as soon as possible.

You will also be required to confirm your cancellation in writing or by email to the addresses shown on your Booking Form. A cancellation will not take effect until we receive written confirmation by you.

If you cancel your booking within seven days of receiving our written /email confirmation, we will refund the balance of any money you have paid to us. After such period, if you cancel your booking more than eight weeks prior to the arrival Date, we will retain the Initial Deposit and refund the balance of any money you have paid to us.

If you cancel your booking less than eight weeks prior to the Arrival Date, we reserve the right to retain the Initial Deposit and the Rental. In these circumstances we will only refund the Rental (less any additional costs incurred) to you if we are able to secure an alternative booking for the Property. If we cannot secure a booking for the full term of the initial booking then we are not obliged to refund any of the rental.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings. Acts of God or a problem that cannot be immediately solved may result in having to terminate your stay with us.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your accommodation

You can arrive at your accommodation after 15.00 hours on the Arrival Date of your holiday and you must vacate by 10.30 hours on the Departure Date. A late departure may incur an additional payment of £5 for every 5 minutes after 10.30am which will be deducted from your security deposit.

If your arrival will be delayed then please ring me on 07523386466 so that alternative arrangements can be made.

6. Your obligations

You agree to keep and leave the Property in a similar cleaned and tidy condition as you find it. A normal clean is included but any additional time will have to be charged as extra, eg, the dishes and pans should be washed and put away and furniture left in the same place you found it.

Please give the BBQ a quick scrub after each use to dislodge off any remaining food.

You agree neither to cause any damage to the walls, doors or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to the neighbours or us.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance.

You cannot allow more people to stay in the property than named on the Booking Form, nor can you significantly change the makeup of the party during your stay in the property. Nor are pets allowed and this is a no smoking property. If you break these conditions, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs. We require that you inform us of any problems as soon as is possible so that we have the opportunity to correct them.

Children must be supervised at all times inside and outside of the property. Parents are responsible for supervising children when playing in the play den and when playing with toys. Recommended play age with our toys is 3+, should you wish to let younger children play with the toys then this is at your own discretion and we do not accept any liability for accidents that may occur.

7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact me if any problem arises so that it can be speedily resolved.

8. We will not be liable for any loss, damage or injury incurred at the property, or through the use of any equipment or facilities, other than death or personal injury arising as a consequence of our gross negligence. Under no circumstances will our liability exceed the amount paid by you for the rental period. Please ensure you have adequate personal liability and medical insurance in effect during your stay.

9. The contract between you and us is governed by the law of England and Wales and we both agree that any dispute, matter or other issue, which arises between us, will be dealt with by the Courts of England and Wales.

Thank you for choosing 'Wightsands' for your holiday.