

Booking Conditions for Pennybridge House

1. CONTRACT

A Contract for a short-term let will be entered into when Bedgebury Properties issues a confirmation invoice, following receipt of payment of the rental and damages deposit. Guests should check their confirmation invoices carefully. The Contract will be subject to all of these Booking Conditions.

2. PAYMENT

2.1 Deposit. A deposit of 30% of the total rent is payable to reserve specified dates to stay at the Property.

2.2 Balance. The remaining 70% of the total rent becomes payable four months before the start of the let. Should a booking be made within four months of the start of the let, the full rental amount (deposit and balance) must be paid.

2.3 Damage Deposit. A cautionary Damage Deposit payment £1000 in cleared funds is required one week prior to the start of your stay. The Damage Deposit will be refunded in full within 14 days of your departure from the Property if the Property is left in a satisfactory condition and all invoices have been paid. The Guest hereby agrees to give Bedgebury Properties authorisation to deduct from the Damage Deposit an amount that Bedgebury Properties considers appropriate in the event that the Guest or anyone in their group staying at the Property causes either excessive damage or incurs a need for extra cleaning or leaves the Property without settling invoices for additional services or supplies received during their stay.

2.4 Payment Method. All payments must be made to Bedgebury Properties. Payment can be made by electronic transfer, cheque, debit card, Visa or MasterCard credit cards. Amex and Diners Club cards are not accepted. For bookings made less than one month before the start of the let, payment must be made by electronic transfer or credit card as cheques will not be accepted.

2.5 Payment by Credit Card. There will be a 2.5% surcharge for payments made by credit card.

3. CANCELLATION

Any cancellation made by the Guest for whatever reason shall be in writing addressed to Bedgebury Properties at the address below. Upon receipt of the notice of cancellation, Bedgebury Properties will seek to re-let the Property for the period of the booking. If Bedgebury Properties succeeds in re-letting the Property for the whole or part of the period booked it shall refund an amount equal to the money paid or the pro-rata amount for partial re-bookings less £20.00 plus VAT per week or partial week re-booked. If Bedgebury Properties is unable to re-let the Property at all, then all monies paid by the guest shall be forfeited to Bedgebury Properties. Bedgebury Properties strongly recommends Guests take out cancellation insurance.

4. CHANGE OF DATES

Bedgebury Properties may consider a request from a Guest to change booking dates after confirmation has been issued. Such requests may be granted provided all of the following conditions are met:

- (1) The request is received more than 12 weeks in advance of the commencement of the booking and
- (2) The Guest pays an administration fee of £20.00 plus VAT.

5. VAT

VAT is included in the rental fee where applicable.

6. PERIOD OF HIRE

Rentals commence, unless otherwise notified, at 4.00pm on the day of arrival and terminate at 10.00am on the day of departure.

7. USE OF THE PROPERTY

The number of Guests occupying a Property must not exceed the maximum number stipulated in the Property website. The Property will be used for personal, domestic purposes only and cannot be sub-let to third parties. The Property shall not be used for any commercial purposes without the prior consent of Bedgebury Properties, and Bedgebury Properties reserves the right to refuse entry to the entire Guest party if this condition is not observed.

8. COMPLAINTS

Should there be any cause for complaint by the Guest during the occupation of the Property, the Guest must notify Bedgebury Properties promptly of such complaint, and in the case of serious problems, notification must be confirmed in writing. If you fail to follow this procedure there will be less opportunity to investigate and rectify your complaint. The amount of compensation you may be entitled to may be reduced or you may not receive any compensation at all depending upon the circumstances. If you feel the problem has not been dealt with satisfactorily, during the let you should complete a guest report and write to us within 21 days of your return quoting your original booking reference and giving all relevant information. The guest report must be written by the Guest in whose name the booking appears detailing the full nature of the complaint.

9. CARE OF THE PROPERTY

Guests shall take all reasonable and proper care of the Property, its furniture, pictures, fittings and effects in or on the Property, and shall leave them in the same state of repair and in the same clean and tidy condition at the end of the let as at the beginning. In accordance with Clause 2.3, Bedgebury Properties reserves the right to charge the Guest for any additional costs it or the Owner has incurred as a result of the Guest's stay.

10. PETS

Are not permitted at Pennybridge House. However, if you own a Guide Dog special exemptions can be made.

11. LIABILITY

Bedgebury Properties and its employees shall not, except if caused by their negligence or breach of these Booking Conditions, be liable to the Guests or third parties for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred or arise out of or in any way connected with the let. In all cases Bedgebury Properties' absolute maximum liability shall be the total price paid by the Guest for the specific bookings related to any given complaint. No term of the Contract is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not party to the Contract.

If the Property which the Guest has booked becomes unavailable or unusable for an unforeseen reason prior to the date of booking, then Bedgebury Properties will reimburse the Guest any monies paid.

12. WARRANTIES

Bedgebury Properties does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its employees or agents.

13. RIGHT OF ENTRY

Bedgebury Properties shall be allowed the right of entry to the Property at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance during the term of the let.

14. CANCELLATION INSURANCE

Cancellation insurance is not compulsory but Bedgebury Properties does strongly recommend such insurance coverage to protect the cancellation penalty.

15. TERMINATION

Bedgebury Properties and their employees reserve the right to terminate the Contract and require, without refund, the immediate departure of all persons from the property in the event of a serious breach of the terms of the Contract and, for greater certainty, these Booking Conditions. The breach may include but is not limited to any of the following events:

- a) serious damage to the Property which may exceed the damage deposit;
- b) a criminal or illegal act;
- c) unreasonable or abusive behaviour; or
- d) excessive noise which could adversely affect the rights of Bedgebury Properties to be able to continue to operate the Property for short lettings or involve authorities or police in any form of complaint investigation.