



SELECT HOLIDAY HOMES LIMITED TERMS AND CONDITIONS

1 Formation of Contract

1.1 The contract is formed between you and Select Holiday Homes Limited (referred to as “we” or “us”) for the provision of short term holiday rental of properties when we accept a booking. We reserve the right to refuse a booking prior to issue of booking confirmation. We will provide such short term rental subject to these terms and conditions of booking. Your statutory rights are not affected by anything contained in these terms and conditions.

2 Description of Properties

2.1 We aim to ensure that the information on the website is accurate; however, there may be small differences between the actual property and its description, as improvements are constantly being made to improve services and facilities.

2.2 Where, due to unforeseen circumstances beyond our control, the property in question becomes unavailable, we reserve the right to provide an alternative property of similar standard and in the same locality. If alternative accommodation cannot be provided, we will refund all rent paid in full and you will have no further claim against us.

3 Price

3.1 We reserve the right to increase or decrease the price shown in the price list at any time. However, the price on the booking confirmation form will not be increased unless the booking is amended.

4 Payments

4.1 For any property booked more than eight weeks prior to the start of the rental period you shall pay a deposit of one half of the total price when booking. You must then pay the remaining payment at least eight weeks prior to the start of the rental period.

4.2 For any properties booked less than eight weeks prior to the start of the rental period you must pay the full price when booking. If you book less than two weeks prior to the rental period you must pay by credit card.

4.3 The final payment will include £100 refundable damage deposit for all bookings. Assuming that no damage takes place, this deposit will be returned within four weeks of the end of your holiday. If any damage or additional cleaning costs are incurred then these costs will be deducted from the damage deposit in accordance with clause 5.1.

4.4 In the event of late payment, we reserve the right to cancel the booking, in which case the provisions of Condition 6 will apply.

4.5 Payment may be made by credit card, debit card, cheque or postal order, made payable to Select Holiday Homes Limited.

5 Your Obligations

5.1 You must take good care of the property and its contents and leave them in the same condition as they were in on your arrival. All damages, breakages, losses and any extra cleaning or repair costs which are incurred due to your non-compliance with this condition will be deducted from your damage deposit referred to in clause 4.3. Should you find any damage or non-working items on your arrival, you should notify us immediately, otherwise you may be charged.

5.2 Only the number of people detailed on the booking confirmation form will be entitled to occupy the properties. Only those listed on the booking form may occupy the property. We class infants as being two years old or less, and not using a bed. The person completing the booking form certifies that:

- a) he or she is authorized to agree to the booking conditions on behalf of all persons on the booking form including any changes;
- b) the signatory must be over 18 years of age and a member of the party occupying the property, and
- c) has agreed to take responsibility for the occupying party.

5.3 Dogs are only allowed in certain properties. If you take a dog, you should keep it under control at all times. Under no circumstances should a dog be left unattended in the property and they should not be allowed on the furniture or in the bedrooms.

5.4 You will be able to have access to your property at 4.00pm on the first day of your rental period and you must vacate the property by 10.00am on the last day of your rental period.

6 Cancellation

6.1 If you have to cancel your property you must let us know in writing as soon as possible. On receipt of such notice we will use reasonable endeavours to re-let the property. If we are successful we will refund you your money (or part if we are only able to re-let the property for part of your rental period) less £100.00 per week or part week for our administration costs. If we are not able to re-let the cottage, you will be liable to pay 100% of the total price.

7 Insurance

7.1 We recommend that you take out insurance to protect you against any losses.

8 Complaints

8.1 If you have any cause for complaint you shall bring this to our attention immediately to allow us an opportunity to achieve a satisfactory solution. In any event you should formally register your complaint at the time. On your return from holiday you should write to us within 14 days of your return detailing your complaint. We cannot consider any complaints where you have not complied with the above conditions.

9 Rights of Entry

9.1 We reserve the right to enter into the property at reasonable times to inspect the property and / or carry out any necessary repairs or maintenance.

10 Liability

10.1 We shall not be liable for:

- a) any loss or damage caused directly or indirectly by circumstances or events beyond our control;
- b) any indirect or consequential losses;
- c) any lost profit or other business losses.

11 Law

11.1 The contract between you and us is subject to English law.