

Booking Terms & Conditions

These are the terms and conditions upon which LifeStyle Holiday Lets, ("the Agent") and any person or persons ("the Guest") applying to book a holiday home ("the Property") adheres to.

i. General

- i. LifeStyle Holiday Lets act as letting agents on behalf of the owners ("the Owners")
- ii. Any person or persons applying to book a holiday home ("the Property") will be referred to as ("the Guest")
- iii. LifeStyle Holiday Lets will, on request provide the name and address of the Owners of any property which the Guest has booked.

ii. Reservation & Booking Procedure

- i. Subject to availability LifeStyle Holiday Lets will accept reservations, which will be held for a maximum of three working days, by which time payment must be made to confirm the Booking.
- ii. Bookings made six weeks or more before the requested holiday start date require a completed and signed booking form along with a 30% non-refundable (see condition v.ii) deposit of the full amount payable in respect of the letting cost including the non-refundable booking fee.
- iii. The balance and Security Bond (see condition xiii) will be required no later than six weeks prior to the holiday start date, which will be confirmed in writing on the Booking Confirmation.
- iv. If the booking is made six weeks or less before the commencement of the requested holiday start date, the full amount of the total letting cost including the non-refundable booking fee and Security Bond will be required.
- v. If payment is not received within the time stated in conditions ii.ii & ii.iii, the Reservation will be cancelled without notice to the Guest.
- vi. If optional extras are offered on the property being rented they will be charged in addition to the cost of the holiday and will be confirmed on the Booking Confirmation.
- vii. LifeStyle Holiday Lets do not and shall not be responsible for sending reminders of the Due Date; however this will be stated on the Booking Confirmation.
- viii. In the event that LifeStyle Holiday Lets should not accept or reject a booking request, the rent and any additional charges paid by the Guest will be refunded immediately.
- ix. Bookings are not accepted from persons less than 18 years of age or groups of single sex parties unless by prior arrangement and with the agreement of the Owner.

iii. Payment Methods

- i. Payment is accepted by way of cheque, debit card, credit card or direct transfer as the cost of the Guest. Payments made by credit cards will incur a 2.5% surcharge.
- ii. Payment from overseas Guests should be in Sterling by cheque drawn on a UK bank, credit or debit card or by international electronic transfer.
- iii. In the event that payments from overseas incur charges, these will be passed on to the Guest.

iv. Changing a Booking

- i. On acceptance of a booking by LifeStyle Holiday Lets the booking can only be changed to another property by treating the original as a cancellation (see condition v.)
- ii. Holiday dates may be changed providing the property is available for the new dates and the Owners accept the change. In this case a re-booking charge of £20.00 is payable to LifeStyle Holiday Lets.

v. Cancellation

- i. In the event of a cancellation LifeStyle Holiday Lets require written notification within seven days of the event causing cancellation.
- ii. A cancellation fee of £20.00 will be charged in addition to the following amounts payable dependant on the number of days prior to the commencement of the holiday.

The amount payable is set out below:

Cancellation Charge @ % of the total cost of the holiday

0 – 27 days	100%
28 – 41 days	75%
42 days or more	Deposit

- iii. LifeStyle Holiday Lets will endeavour to re-let the property for the relevant period or any part of it and will refund to the Guest accordingly as per conditions v.ii, less the Cancellation and Booking fees.
- iv. Bookings are accepted in good faith, however, in the extremely unlikely event of any occurrence making it necessary for LifeStyle Holiday Lets to cancel the booking, LifeStyle Holiday Lets' liability shall be limited to the immediate return in full of all monies paid by the guest in respect of the booking wherever possible; however alternative accommodation will be offered if available and suitable.
- v. **LifeStyle Holiday Lets recommend that the Guest take out holiday cancellation insurance.**

vi. Prices and Fees

LifeStyle Holiday Lets reserves the right to amend prices quoted on the web site or any printed publication due to errors or omissions but such changes shall be notified to the Guest as soon as possible and the Guest shall be able to cancel the booking if the amended price is significantly higher than the original price quoted.

vii. Liability

- i. LifeStyle Holiday Lets will not accept liability for any act, neglect or default on the part of the Owners or any other person not within the employ. Nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property, which the Guests or any one connected with the letting may occur, arising out of, or in any way connected with the rental.
- ii. In addition, the Owners and LifeStyle Holiday Lets accept no liability for loss of or damage to the Guest's possessions on the Owner's property or land.
- iii. In the event owing to unforeseen circumstances beyond LifeStyle Holiday Lets control we reserve the right to provide alternative accommodation or cancel the booking.
- iv. If for any reason beyond the Owner's control the Property is not available on the date booked (owing to fire or flood damage for example) or the property is unsuitable for holiday letting, all rent and charges paid in advance (excluding the Booking Fee) will be refunded in full.
- v. In the event of conditions vii.iii, the Guests shall have no further claim against the Owners or LifeStyle Holiday Lets.
- vi. In the event of conditions vii.ii & vii.iii, LifeStyle Holiday Lets will endeavour to find alternative accommodation if and where possible.

xii. Guest's Obligations

The Guest agrees:

- i. That only those Guests named on the Booking Form are permitted to occupy the Property.
- ii. To pay for any gas, electricity, fuel, Internet, telephone charges incurred during the let unless included in the rent.
- iii. To pay for any losses or damages to the property caused by the Guest or a member of their party (reasonable wear and tear excluded), unless the cost of making good (**see condition xiii Security Bond**).
- iv. To take good care of the property and leave it in a clean and tidy condition at the end of the holiday. A cleaning service is not provided during the Holiday unless otherwise specified.
- v. At no time leave children or teenagers at the property on their own during the day or overnight.
- vi. To permit the Owners and LifeStyle Holiday Lets reasonable access to the property
- vii. Not to part with possession of the property, or share it, except with members of the party shown on the Booking Form.
- viii. Not to sell or transfer the booking to another party without LifeStyle Holiday Lets agreement.
- ix. Not to cause an annoyance.
- x. Not to smoke in the property.

xiii. Damage / Outstanding Payments

The Guest is liable for the full cost of any damage caused to or within the property or outstanding monies owed for extra services provided by LifeStyle Holiday Lets or the Owner, such as the provision for groceries, fuel, internet or telephone etc. By accepting these terms and conditions you agree to LifeStyle Holiday Lets (LifeStyle Lettings Ltd), to take payment for any damages / monies owing from your credit, debit card or bank account.

xiv. Duration & Times of Holiday

- i. Holiday bookings are for a minimum of one week and a maximum of four and commence at 3pm on the first day or the holiday and end at 10 am on the day of departure, unless otherwise notified.
- ii. The holiday period booked will be confirmed on the Booking Confirmation provided to the Guest once payment (either the deposit or full amount) has been received.
- iii. The Property will be available to the Guest and members of his party only and shall be used solely for the purpose of a holiday within the meaning of Section 9 of The Rent Act 1977.
- iv. In no circumstances may the period booked be exceeded unless written permission has been given by LifeStyle Holiday Lets and the Guest will be liable for additional charges in respect of such extension.
- v. The total number of people shall not exceed the number stated on the booking form unless notified to LifeStyle Holiday Lets in writing before the commencement of the holiday and in any event shall not exceed the number stated on the Booking Confirmation.

xv. Pets

Property details on the LifeStyle Holiday Lets website clearly indicates those properties where pets are permitted under the terms below, however, where a property states "no pets" this does not guarantee that no pets have stayed in the property. A charge per pet, per booking per week will be made for pets.

- i. Pets must be well behaved and kept under control and at no time allowed in the bedrooms or on the furniture.
- ii. Pets must not be left alone / unsupervised in the property.
- iii. Neither LifeStyle Holiday Lets nor the Owners can accept responsibility for the safety of any pet.

xvi. Smoking

All of our properties are completely NON SMOKING.

xvii. Inventory

Where an inventory is provided, any discrepancies are to be reported to LifeStyle Holiday Lets, the Owner or Housekeeper within 24 hours of arrival, otherwise the inventory will be deemed to be correct.

xiii. Linen & Towels

- i. Bed linen is included in the price of the holiday and all beds will be made up for your arrival. Towels (not beach towels) are included where stated and if not can be hired at an additional charge. Please check with a member of staff if you are unsure or wish to get a quote for hire.
- ii. Sofa beds where requested will not be made up, however, linen will be provided.
- iii. A change of linen is provided weekly during Holidays for longer than one week.

xiv. Authority to Sign

The Guest, who signs the booking form, certifies that he or she is over eighteen years of age and is authorised to do so and agrees to these Terms & Conditions on behalf of all Guests included on the booking form, including those substituted or included at a later date. He or she agrees to take responsibility for the party occupying the property.

xv. Breach of Contract

- i. If there is a breach of any of these conditions by the Guest or any of their party, the Owners or LifeStyle Holiday Lets reserve the right to re-enter the property and end the Holiday and ask the Guest and their party to leave.
- ii. If there is a breach of any of these conditions by LifeStyle Holiday Lets or the Owners, then the Guests have the right to end the Holiday and leave.
- iii. The ending of the Holiday by LifeStyle Holiday Lets, the Owner or the Guest does not affect that party's other rights and remedies.

xvi. Complaints

- i. In the event of there being a complaint concerning the Property, it should be reported whilst the Guest is still at the Property to the Owner/ Caretaker or to LifeStyle Holiday Lets so that an on-the-spot investigation can be made if necessary and remedial action taken if required.
- ii. In no circumstance will compensation be considered for complaints raised after the holiday has ended when the Guest would have denied the Owner/Caretaker or LifeStyle Holiday Lets the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.

xvii. Disclaimer

All properties are used at your own risk. Special care must be taken by Guests at properties where there is a swimming pool, balcony or elevated terrace, which is used at your own risk. Parents should ensure that their children are supervised in such areas at all times.