

BIGHOUSE HOLIDAY LETS LIMITED

3 Agincourt Square, Monmouth, NP25 3BT

T: 01600 772929 F: 01600 714418

E: enquiries @bhhl.co.uk

BOOKING TERMS AND CONDITIONS

The Anchor

2017/18

Thank you for choosing to book with **BigHouse Holiday Lets Ltd** staying at **The Anchor**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below:

Minimum Age:

The minimum age to enter into this agreement is 25. Bookings cannot be accepted if you are under the age of 25. By entering into this agreement you are confirming that you are over the age of 25 and assume responsibility for your group booking.

Prices:

The price of the accommodation includes the following: central heating, electricity, hot and cold water, bed linen, bath/hand towels, tea towels, dish-washer tablets, toilet rolls, and cleaning upon check out. A 25% deposit is required at the time of booking, with the balance payable 8 weeks before the date of your holiday. All payments must be made in Pounds Sterling either by cheque or bank transfer.

Payment

If you fail to pay the outstanding balance on your account by the due date on the invoice we reserve the right to relet your booking and use the deposit to offset any loss in income we may make as a consequence of the short notice

Numbers of Guests:

You are booking the house for a maximum number of 20 people (whether adults or children) plus two infants in cots. Extra guests cannot be accommodated without our express approval at the time of booking and if accepted will incur an extra charge. We will do our best to agree to increased numbers where possible, but it's not something we can guarantee.

Pets:

We welcome 2 well-behaved pets. Pets are not allowed on beds or furniture. Please bring something for your pet to sleep on. If we find pet hairs on bedding or furniture we shall retain monies from the bond for cleaning the soiled item (s) as we will if we find pet faeces in the garden. It is your responsibility to remove this.

Acceptance of Children:

We welcome children of all ages.

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Single Sex & Hen Groups

We reserve the right to refuse to accept single sex groups unless specifically advised of the fact in writing at the time of booking. If accepted a returnable bond of £500 will be levied against damages. Due to problematic behaviour we are longer accepting 'stag' groups at this venue.

Cancellation:

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday, and notify us up to 12 weeks before the date of your holiday, and the booking cannot be re-let, you are liable for 50% of the remaining balance. If we are notified up to 8 weeks you are liable for 75% of the remaining balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it less a booking charge. Many unforeseen things can occur while on holiday and we strongly recommend that you take out holiday insurance.

Non-Availability of Accommodation:

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this point.

Arrival:

Your accommodation will be available to you from **4.00pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. A representative from Big House Holiday Lets will contact you a few days before your holiday to ascertain your expected time of arrival and can be at the house to greet you. We provide tea, coffee, milk, and sugar for an initial drink.

Departure:

Please leave the accommodation by **10.00am** on the day of departure, unless otherwise arranged. If the cleaners are unable to work because you are still in the property we may make a deduction from your bond to cover their costs.

Lost/Left Property

Please make sure you take all your belongings home with you. If you do leave an item and request its return, then there will be an £15 administrative cost plus postage and packaging.

Damages and Breakages:

A security bond of £350.00 is payable with your final balance payment. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents and this will be deducted from your security bond. We do not normally charge for minor breakages. If the damage is significant, and more than the security bond, an invoice for repair or making good will be forwarded to you. **The security bond will be refunded to you within 14 days of the end of your holiday.**

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While we do not expect you to leave the house in precisely the condition you found it, if we have to incur extra cleaning charges through lack of care on your part we will pass those charges on to you. At the end of your stay we expect you to put rubbish in the correct rubbish bins, remove cigarette ends and pet faeces from outside, clear the tables, wash up and put away. To help you clear up any mess or spills during the weekend, there is a vacuum cleaner and cleaning tools and products for your use. Please tidy any toys and games back on to the shelves, and replace any furniture you may have moved. Check all water taps and lights are off. Finally, close windows and lock the doors.

Lost Keys

We will levy a charge for any lost keys, lost keys that would necessitate the barrel or lock being replaced will be charged accordingly.

Smoking

Smoking is only allowed outdoors in designated areas. These will be shown to you by our representative on arrival. You are expected to remove your own cigarette ends. If we have to do this there will be a charge.

Fireworks and Open Fires

Fireworks may not be used at River Wye Lodge nor Chinese Lanterns, or any external naked flame other than the barbecue which must be supervised.

Hot Tub

The Hot Tub is provided for your pleasure and if used in accordance with our rules can provide great enjoyment. Please bear in mind however that that The Anchor is in a village setting and late night noise is unacceptable. The Hot Tub therefore cannot be used before 9am or after 10pm. If we receive a call after 10pm to say that the Tub is in use we will require you to leave the following day

Whilst we make every endeavour to ensure it is available for you it may not be available to use on the first night of your stay or at all if there is a mechanical fault or damage by the previous guest. In such circumstances no compensation will be payable and our liability would not extend beyond this point.

Should the Hot Tub become contaminated (food, drink or any other form of contaminate that turns the water murky and smelly) and require emptying after your visit you are liable for a refilling charge of £35.00 and this will be deducted from your security bond

The Hot Tub is professionally prepared before your arrival and the water quality is chemically balanced to last safely for the duration of your visit as long as you follow our hygiene rules. Should we discover while you are at the house that the water quality has deteriorated past the point of safe use the tub will be closed and drained. It will not be refilled

Please note and observe the rules pertaining to the Hot Tub outlined in the House Book on site and in the posted notices. If more than 6 people use the Hot Tub at any one time the water may well spill over and cause the jets to stop working. If you call us out to repair this problem during your stay there

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will be a charge of £70.00. If we have to do more than top up the pool or hot tub with water after your stay we will make a charge.

Finally, Hot Tubs can be dangerous to health if used incorrectly. Before your arrival the Hot Tub will be tested and treated to ensure that it is safe for the duration of your visit (if staying for a weekend). If you are staying for a week a further test and treatment will be applied mid visit. The efficacy of these measures however depend for their success on your co-operation. **It is essential that every person using the hot tub (including children) showers thoroughly before use and removes all oils, make up, body lotions and hair treatments before entry. If you do not, the chemical treatments may be rendered ineffective.**

Liability:

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Privacy Policy:

Any data collected during the course of this booking will be stored on our computers and filing system. With your permission we may from time to time contact you about promotions, offers and updates. We will not share your details with any third party.

Subject to Change

These terms and conditions are subject **to change** without prior notice.

Ends.