

HEBE COTTAGE BOOKING FORM

After checking availability for your requested holiday dates please complete this booking form and print out. After signing:

- scan the completed booking form and send by email to hebecottage@outlook.com OR
- post to Liz & James Hitchcock, Laurel Cottage, The Street, Elmsett, Nr Ipswich, IP7 6PE.

In the event of queries in relation to your booking please call 07767 290469 / 01473 658254

To secure your booking we require a 25% deposit of the full rental price with the balance paid 8 weeks in advance of your arrival date. Where bookings are made within 8 weeks of the arrival date we require the full rental price to secure the booking. Prior to instructions on how to access the cottage being issued, we also require payment of a £100 damage and breakages deposit which is normally refundable.

We prefer payments via online banking. We will email you our bank details on receipt of either the electronic or hard copy booking form.

Otherwise please send your cheque, payable to J& E Hitchcock, with your booking form by post.

Please read our booking terms and conditions carefully before booking, as these booking conditions shall be deemed to have been accepted by you when you complete and sign the booking form.

Information required	<i>Please complete below</i>		
Name of the hirer			
Address			
Post code		Email	
Daytime telephone number		Evening telephone number	
Arrival date		Departure date	
Number of guests - adult		Number of guests - child	

Total holiday price	£		
Deposit 25%	£		
Balance due 8 weeks prior to arrival	£		
Refundable damage and breakages deposit due 8 weeks prior to arrival	£100		
TOTAL	£		

Please complete the details below for online banking refund of damage & breakages deposit. If these details are not provided refunds will be made by cheque.

Your sort code	
Your account number	

Declaration: I am over 18 years old. I have read and I agree that this booking is made in accordance with the Hebe Cottage Booking Terms & Conditions.

Hirers signature:

Print name:

Date:

HEBE COTTAGE BOOKING TERMS & CONDITIONS

Please read our booking terms and conditions carefully before booking, as these shall be deemed to have been accepted by you when you complete and sign the booking form.

The Contract

The contract entered into is between the owners of Hebe Cottage (The Owners) and the holiday maker (The Hirer). The contract is only effective once the completed booking form and required payment has been received and written confirmation has been sent to the Hirer. The Owners do not accept bookings from Hirers under the age of 18. The contract is subject to English Law.

Booking

Bookings will be confirmed upon receipt by the Owners of the required deposit payment which is 25% of the full accommodation rental. The outstanding balance should be paid 8 weeks before the arrival date. Any incomplete payment 28 days before the arrival date will be deemed to be a cancellation and the deposit payment kept.

However if booking is made within 8 weeks of the arrival date, the full accommodation rental will be required prior to the booking being confirmed.

Breakages and Damage

The Owners charge a refundable breakages and damage deposit of £100 for the rental period. Under normal circumstances this deposit is returned in full between 7 and 14 days after the end of each rental period. Directions on how to access the property will not be issued until the full accommodation rental and the security deposit have been received by the Owners.

All damages and breakages are the legal responsibility of the Hirer and should be notified to the Owners before the end of your holiday. These costs are deducted from the breakages and damage deposit; should the costs exceed the total value of the security deposit any balance is payable on demand. However, minor damage or breakages will not normally be charged.

Confirmation of Booking

Once the Owners have issued a Confirmation of Booking, the Hirer is responsible for the total published price of the property as shown on the confirmation. Any amendments to an existing booking are not effective until acceptance in writing is dispatched to the Hirer by the Owners and any additional funds paid.

Cancellation

If you are forced to cancel your holiday you should inform the Owners immediately. Your deposit is non refundable. You will remain liable for full payment if you cancel within eight weeks of your arrival date. If the property can be re-let then an appropriate refund will be made, **but the deposit is always non-refundable.**

Insurance

The Owners advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation.

The Owners cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, plumbing, wiring, and temporary invasion of pests, damage resulting from exceptional weather conditions or the owner's negligence resulting in loss, injury or accident.

Occupancy

It is not permitted to exceed the maximum occupancy of 4 people for the cottage, unless prior agreement has been given.

Hirers Responsibilities

The Hirer is responsible for the property and is expected to take all reasonable care of it.

Cleaning

The property must be left clean and tidy, all equipment and utensils etc must be clean and put away at the end of the hire period. Should the property be found to require significant extra cleaning as a result of the condition in which it is left then these additional costs will be deducted from the breakages and damage deposit.

Bins & Recycling

Please note the day your bin needs to be put out. There is a notice in the kitchen telling you when this needs to be done. If the bins do not get put out it means the next guests will be confronted with an over flowing bin which is not pleasant. Similarly, if your party generates more refuse than the bins can accommodate, please take the excess to the nearest recycling centre.

Smoking

Smoking is not permitted in the property.

Heating

Central heating and hot water are provided on a set schedule to provide a reasonable level of comfort. You should not interfere with the schedule or temperature. Irresponsible or excessive use of the heating by altering the schedule or temperature will lead to a deduction being made from the breakages and damages deposit.

Pets

Pets are not allowed in the property.

Use of the Accommodation

The Owners reserve the right to repossess the holiday home at any time, where the Hirer or any member of the Hirers party has caused excessive damage or is found to be conducting themselves in an illegal, offensive or immoral fashion. The Owners shall not be liable to make a refund of any remaining portion of the hire terms paid.

Availability

The Hiring Contract is made on the understanding that the property and its facilities advertised will be available for the dates stated. In the unlikely event that the property is not available through events arising outside the control of the Owners then the Owners may be forced to cancel the booking. The Hirer will be advised as early as possible and a full refund will be made. The Hirer will not as a result have any further claims against the Owners.

Arrivals and Departures

Changeover Days

Full week breaks arrival and departure day is usually Friday, arriving 3pm onwards departing the following week at 10am.

Weekend breaks are 3 nights – arrive Friday 3pm onwards departing Monday 10am.

Midweek breaks are 4 nights – arrive Monday 3pm onwards departing Friday 10am.

Key Collection / Deposit

You will be contacted a week prior to your arrival date with key instructions and directions to Hebe Cottage. You should follow the instructions for depositing the keys at the end of your stay.

Left Luggage

In the event that you leave something behind you in the property, please inform us straight away so that the housekeeper can be aware to locate your property for you. We are happy to post things back to you but will need to charge the relevant postage and packing cost.

Complaints

If there are any problems that arise during your stay, you should contact the representative of the Owners or the Owners themselves immediately and we will endeavour to put the matter right as soon as possible. No correspondence can be entered into in the case of complaints made after you have returned home when it will be appreciated that it is quite impossible for them to be effectively investigated.

We will do all we can to rectify the matter for you during your stay. If we are unable to do this and in the opinion of the Owners your complaint is justified, we will arrange a re-imbusement of the cost of your holiday or part thereof. Our liability is limited to the price you paid, except in the case of legal liability for personal damage or injury.

Internet

Broadband is available for use in the cottage - there is unlimited download - however the usage should not be abused and only used for legal purposes. No warranty is given over the availability or speed of the broadband service.