



Booking Conditions for your Bath Holiday Home

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Visitors to properties let through Bath Holiday Homes are asked to read the following conditions and sign the booking form.

1. a) The letting contract is made between the visitor and the owner of the property. Bath Holiday Homes act as agent for the owner of the property. In these conditions the visitor is referred to as "you" or "your" and the owner of the property and Bath Holiday Homes as "we" or "us".
 - b) We make every effort to ensure that descriptions of property in this brochure and details of accommodation given are correct, but we can accept no liability for any minor inaccuracy in the description.
 - c) We cannot accept liability for any injury, loss, damage suffered by you or any member of your party unless
 - i) there was wilful default by us or our employees or agents or
 - ii) death or personal injury was caused by the negligence of us our employees or agents.
2. a) You acknowledge that this agreement confers on you the right to occupy the premises for the purposes of a holiday or short term temporary stay and is not being used as a permanent dwelling house.
 - b) You undertake to keep the property and all furniture and fittings and effects in the accommodation in the same state of repair and cleanliness as at the beginning of the letting, allowing for reasonable wear and tear. All damages and breakages are the visitor's responsibility and payable to the owner or housekeeper.
 - c) The owner reserves the right of entry to the accommodation at all reasonable times with or without workmen, to inspect or repair the accommodation or its contents.
 - d) You accept that this letting may not be assigned by you and you undertake that only the agreed number of persons will occupy the property whose details you have disclosed on the booking form.
3. We take every care to ensure that your holiday accommodation is satisfactory but, in the event of any complaint, please take this up with the owner immediately and then telephone us. Complaints cannot readily be resolved once you have left the property.
4. All bookings must be accompanied by a payment of one week's rent with the booking fee; the balance of the holiday rent should be paid at least 42 days before the beginning of the holiday. Please follow the "How to book" instructions. Failure to pay the balance will be treated as a cancellation on your part.
5. We reserve the right
 - a) to refuse any reservation or booking which you make and if there is such a refusal we will return any money which you have paid.
 - b) to cancel any confirmed booking if circumstances relating to the property or its accommodation make this necessary. In the event of such a cancellation we will endeavour to offer you alternative accommodation in a property described within this brochure of at least an equal rating as defined by the English Tourist Board at no additional cost to you or, if you prefer, to return all money you have paid;
 - c) to cancel any letting forthwith if:
 - i) you or any member of your party behave in such a way as to cause damage to the property let to you or its furniture or contents, or
 - ii) if such behaviour causes a nuisance or annoyance to the owner of any adjoining or neighbouring property whether let by us or not.

If cancellation is made for either of these reasons no refund will be made of any money you have paid.
6. The agency accepts no responsibility for any expenses incurred by the visitor if he/she fails to arrive at the holiday home at the pre-arranged time.
7. Visitors should arrange their own cancellation insurance.
8. If you have to cancel your booking you must notify us in writing at the earliest possible time. If you cancel your booking we will make every reasonable effort to re-let the property which you have booked. If we are able to re-let for the whole of the period of your booking we will refund the money you have paid after deducting an administration fee of £50. If it is not possible to re-let the period booked then there will be no refund of any money you have paid. If part only of the period is re-let then a refund will be made in the proportion that the part re-let bears to the total period of your booking. The administration fee will be deducted from your proportionate refund.

9. For all claims other than relating to death or personal injury which result from the non performance or improper performance of this contract by us the maximum amount of compensation payable by us to any person is limited to the total of the money you have paid divided by the number of persons in your party. We shall not be responsible for damages or compensation in circumstances which amount to force majeure.

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