



## Booking Instructions for your Bath Holiday Home

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### HOW TO BOOK YOUR BATH HOLIDAY HOME

I BEG you to read this carefully, as any mistakes will eat up the time we have saved by dealing on the web.

1. **Telephone or email** the office (we are here 9am-5pm Mon-Fri) to inquire about availability of your first three choices. Leave a clear message on the answerphone, if you do not get to speak to us. **Reserve** your Bath Holiday Home.
2. **Legally**, you must read the booking conditions as these must be complied with, and you sign the booking form to indicate you have done so.
3. **Confirm your reservation.** To do this, send a completed booking form (can you download one from this site?) and your payment to the office. Payment can be by sterling cheque or bank transfer. This will be answered on receipt.
4. **Payment:** if you are booking **one week** then send rent + booking fee of £15 (+ bank charges of £15 if applicable). If you are booking **more than one week**, and paying **more than 42 days before** the start of your holiday, then send one week's rent + booking fee of £15 (+ bank charges of £15 if applicable). The **balance of rent** is due 42 days before the start of your holiday and **failure to pay** this will be taken as a **cancellation on your part**. If you are booking **more than one week** and **paying less than 42 days before** the start of your holiday, then send rent x number of weeks, + booking fee of £15, (+ bank charges of £15 if applicable). The office will send an answer on receipt.
5. Post your confirmation to:

**Bath Holiday Homes, Terranova, Shepherds Walk, BATH BA2 5QT, England**

We regret we do not have credit card facilities. Bank transfers may be used if you pay the charges, ask us for details.

6. Telephone or email the office to tell us you have done so: +44 (0)1225 830830, or email us on [bhh@virgin.net](mailto:bhh@virgin.net)
7. Upon receipt of booking form & correct payment, BHH will book the property in your name and confirm this in writing, and send a street map showing your holiday home location with name and telephone number of owner or housekeeper.  
**IT IS YOUR RESPONSIBILITY TO ARRANGE YOUR ARRIVAL TIME WITH THE OWNER OR HOUSEKEEPER**