



CONDITIONS GOVERNING THE LETTING OF SELF CATERING HOLIDAY ACCOMMODATION

1. PAYMENTS.

With each reservation a DEPOSIT of ONE THIRD plus the booking fee is required. On receipt of your completed reservation form and deposit, accommodation will be reserved (subject to availability). Our confirmation of provisional holiday reservation will then be forwarded to you by e-mail. Once the reservation has been verified by a member of staff an official booking confirmation will be sent to you (normally by post) detailing all the relevant information concerning the accommodation together with our official receipt for the deposit received,. This will also include the address details of the property booked (please contact the owner using the details on the confirmation if necessary). If we are unable to reserve accommodation for you, the full amount of the deposit received will be returned to you.

The BALANCE of the rental fee should be paid to the Landlord or Agent at least SIX WEEKS before the commencement of the holiday. If the balance is to be paid to the Agent (where indicated) payments can be made on our website. IF AN APPLICATION IS MADE FOR ACCOMMODATION TO BE TAKEN UP WITHIN SIX WEEKS, THE FULL RENTAL FEE WILL BE REQUIRED WITH THE RESERVATION APPLICATION. Bournecoast Holidays and the owner reserve the right to refuse or cancel any reservation without being under obligation to assign any reason and will accept no liability in respect of the refusal or cancellation, but shall refund all monies paid by the visitor in respect of such reservation.

2. RESERVATIONS.

Reservations are normally accepted from Saturday to Saturday (unless otherwise stated in property description) during the main holiday season (being May to September inclusive). To arrange a reservation please complete the booking form on the website and submit it to us together with payment details (please refer to Note 1 above for Deposit details). No reservation will be accepted from any person under 18 years of age. It is important that these CONDITIONS are read carefully and understood.

3. RENTAL TERMS.

The rental terms for self-catering accommodation are quoted by season for each accommodation - the periods covering each season are printed within the brochure and are available using the help pages on the website (marked by an information icon). All prices quoted are subject to alteration without notice.

4. BED LINEN, COTS & HIGH CHAIRS.

Visitors are required to bring their own sheets, duvet covers, pillow cases and towels UNLESS it is specified in the details of the accommodation that they are supplied by the property owner. In this case it is imperative that the visitor applies to the property owner for the requirement and agrees the hiring fee prior to the arrival date where necessary. ALL OTHER BEDDING IS PROVIDED. Sheets, pillowcases, duvet covers, towels, cots, high chairs and other baby equipment can be hired. Under no circumstances will visitors be allowed to sleep in beds without adequate bed linen.



For self-catering accommodation, babies up to the age of two years are classified as cot age and one baby is allowed free if extra persons are subject to a surcharge. If no cot and mattress are supplied the visitor can hire one or apply DIRECT to the property owner to arrange for the supply and to agree the hiring fee prior to the arrival date. IN ALL CASES THE VISITOR MUST BRING THEIR OWN COT BEDDING.

5. BED/BEDROOM SPECIFICATION.

To maintain our standard of accuracy we quote washbasin facilities and the exact size of beds, these are coded in the descriptions as follows:

(H&C): hot & cold water washbasin 1 x 4'6 = One 4 ft. 6 in. Bed (Double) 1 x 3 = One 3 ft. 0 in. Bed (Single) 2 x 3 = Two 3 ft. 0 in. Beds (Singles) . . . and so on.

6. PETS.

Pets are not acceptable unless prior permission has been given. If accommodation allows pets, full details must be recorded on the booking form. Pets are only accepted on the visitor's guarantee that their pet is fully house trained and at all times kept under control. Anyone arriving without prior approval of an animal will be refused entry of the pet. Please note that a property stating NO PETS does not guarantee that there have never been pets residing/visiting in this property. A £20 supplement per pet per week will apply. Pets should not be left in the property unattended at any time.

7. ACCOMMODATION SERIAL NUMBERS.

Coded as follows: "HB" Series – Houses, Bungalows & Cottages. "FM" Series - Flats & Maisonettes. G/F = Ground Floor, F/F = First Floor, 2nd/F = Second Floor... etc. S/C = Fully Self-contained.

8. PERSONAL INSURANCE COVER/LIABILITY.

Visitors are strongly advised to arrange insurance cover against personal loss. The use of the accommodation is at the visitor's risk and no liability will be accepted by the owner or Bournecoast Holidays for injury to occupants, loss or damage of belongings. Your insurance company will be pleased to advise you.

9. COLLECTION OF KEYS & NOTIFICATION OF ARRIVAL.

Visitors are required to CONTACT the Landlord (where indicated on holiday receipt) at least SIX WEEKS before arrival date to (a) request where keys are to be obtained and (b) to advise estimated time of arrival. Loss of keys will incur a charge equivalent of that to change the locks and obtain new keys, payable by the applicant. All keys must be returned to Bournecoast or Landlord within seven days of the end of the holiday. If visitors become locked out during their holiday there will be a call-out fee for a Bournecoast Representative to visit the property and regain access (£10 charge will be made during office hours 9am – 5.30pm Mon – Fri, £25 charge will be made out of office hours PAYABLE ON ARRIVAL).



10. ARRIVAL AND DEPARTURE.

Visitors must clearly understand that the accommodation will NOT BE AVAILABLE UNTIL 3.00 p.m. on the arrival date. On the day of departure the visitor must arrange to leave NO LATER THAN 10.00am. Please note that if you do have problems when you arrive your first point of contact should be the owner of the property. Where the owner cannot be contacted a Bournecoast Holidays Representative will be on duty between 3pm and 7pm on a Saturday ONLY. After 7pm on a Saturday and all day Sunday a messaging service will be in operation.

11. BOURNECOAST HOLIDAYS REIMBURSEMENT COVER AGAINST CANCELLATION.

If it becomes necessary to cancel for whatever reason, you are still liable for the FULL TERMS - unless we are successful in re-letting the accommodation. The following free scheme offers some protection for visitors who live in the UK, Channel Islands or Isle of Man (the insurance is in the name of Bournecoast Ltd and underwritten by Allianz). This provides that in the event of cancellation, the visitor will no longer be liable for the full terms (excluding any administration costs). It must be clearly understood that this scheme covers the booking of a specified Bournecoast Holidays establishment being cancelled prior to the commencement date, where the visitor is unable to fulfil the holiday commitment due to:

Death, accidental bodily injury or illness of (a) the Proposer and/or persons with whom he/she has arranged to travel; (b) any close relative or business associate of the Proposer or of any person with whom he/she has arranged to travel. Jury service, witness call, pregnancy, compulsory quarantine or unemployment through redundancy, after the date of booking and prior to the commencement date of the holiday of the Proposer or persons with whom he/she has arranged to travel, occurring after the effective date of this insurance. In these events, the Landlord will accept a re-let from Bournecoast Holidays, if this is possible to arrange. We appreciate that genuine circumstances may cause you to cancel your holiday. Equally, please understand that we begin to incur additional administration costs as soon as your reservation has been received, hence all cancellations will incur the following charges:

Days prior to arrival	Administration charge
More than 84 days before arrival	A deduction of 10% of the deposit only
84-28 days before arrival	A deduction of 30% of the deposit only
Less than 28 days before arrival	A deduction of 100% of the deposit

Should it be necessary to cancel, please inform Bournecoast Holidays by telephone, but confirm IN WRITING as soon as possible, supported by Doctor's/Employer's letter. If no notification of cancellation is made to Bournecoast Holidays, the person responsible for the booking will be liable for the BALANCE of the rental fee due to the Landlord. EXCLUSION: This scheme will only operate when normal conditions apply. This insurance does not cover disinclination to travel. In the event of an international, national or local crisis imposing restrictions that would prevent visitors from taking their holidays, or to a declaration of war, this scheme will be inoperative.



12. BREAKAGES AND CLEANLINESS.

The accommodation is made available for letting on the clear understanding that it is left in a THOROUGHLY CLEAN AND TIDY CONDITION at the time of vacating by the visitor. The visitor must also ensure that ALL SURPLUS FOOD AND DRINK, etc. are disposed of and that ALL WASTE IS REMOVED from the premises. The visitor will be held responsible for any damage or breakages that occur and such incidents must be reported to the Agent or Landlord and the required compensation paid before departure. If any breakages or damage are not reported to Bournecoast or the Landlord, or the property not left thoroughly clean and tidy, an invoice will be sent to the applicant, which must be paid within seven days. Failure to do so may result in legal proceedings.

13. GAS AND ELECTRICITY AND CENTRAL HEATING.

Details relating to Gas and Electricity will indicate that "prepayment meters" (slot) are installed or key meters are installed and electricity is purchased locally. Quarterly meters are installed where it is quoted and gas and electricity are inclusive in the terms. Where central heating is installed in an accommodation it will not normally be on during the period between 1st May and 30th September. Adequate alternative appliances (either gas or electric fires) will be available.

14. GRADING SYSTEM.

To give customers a better idea of what they are booking Bournecoast Holidays operate a grading system for standard and range of furnishings and equipment (F grade), and location of the property in relation to the waterfront (L grade). The system is graded from 1 to 5 (5 being high) and is detailed for each property.

15. CONTRACT.

IT SHOULD BE NOTED THAT BOURNECOAST HOLIDAYS ACTS SOLELY AS A BOOKING AGENT AND THE CONTRACT OF RENTAL SHALL BE BETWEEN THE HIRER AND THE LANDLORD, SUBJECT TO CONDITION OF RENTAL. PLEASE NOTE THAT BOURNECOAST HOLIDAYS CANNOT ACT ON BEHALF OF THE OWNER IN THE EVENT OF A COMPLAINT, HOWEVER WE WILL ENDEAVOUR TO RECTIFY THE SITUATION IF POSSIBLE. The Owner and Owner's Agent reserve the right at their absolute discretion to refuse or cancel any Reservation or any arrangements made without being under obligation to assign any reason therefore. In such event no liability in respect of the refusal or cancellation shall fall upon the Owner nor the Owner's Agents save only that they shall refund to the Occupier the monies already paid by him or her in respect of such reservation. The visitor and his/her party have the right to occupy the accommodation for the purpose of a holiday only and are not protected tenancies under the Rent Acts. It is not permissible to assign, let, part with possession of the accommodation, nor allow any other person other than those named on the booking form received to occupy the accommodation.

16. ACCURACY OF PRINTED MATTER.

While every possible care is taken in preparation of the details printed in the brochure, the visitor will fully appreciate that the human element cannot be disregarded and Bournecoast Holidays or Landlord will not accept any liability for any loss incurred. Should an error be made and later noted all those concerned will be notified. Details of your reservation are printed on your Booking Confirmation and it is imperative that these details are carefully checked for accuracy. Any discrepancies should be reported to Bournecoast Holidays within 7 days, in writing.