

# **Old Dairy, Winchester: Terms & Conditions**

**The Old Dairy, Beechcroft, Crabwood, Sarum Road, Winchester, Hampshire SO22 5QS**

When you make a booking your contract (which shall include these terms and conditions) will be with the owner of The Old Dairy.

## **Pets**

We regret pets are not permitted.

## **Terms**

All prices are for the holiday home as equipped and described. The usual time for takeover is 3.00 p.m. (subject to unavoidable delays). You must leave your holiday home by 10.00 a.m. on the day of departure and you are expected to leave everything in a clean and tidy condition. You are responsible for the security of the property and for any damage incurred or loss sustained during your stay. We accept no responsibility for theft/loss or damage to your belongings or for any personal injury, however caused. The inventory for the accommodation is checked at the end of each rental period and any losses/damage incurred will be pursued. We reserve the right to refuse any holiday booking application.

## **Booking Your Holiday**

We can make a provisional booking for you via telephone or e-mail. To ensure the nights of your choice are available, this is recommended. Call Joy Waldron on 01962 868214 or e-mail us at [joy\\_ann\\_waldron@hotmail.com](mailto:joy_ann_waldron@hotmail.com)

A telephone or e-mail booking is held for 72 hours to allow time for you to send the booking form and cheque or make your credit/debit card payment and will be automatically released if we do not receive your deposit and booking form within this period.

## **Booking Deposit**

A minimum booking deposit of **£100 per week booked** is required to secure the booking. If you have to cancel your holiday for any reason this deposit is non-refundable and we therefore strongly advise you to take out your own holiday/cancellation insurance for your own benefit.

## **Booking Confirmation and Balance of Payment**

The submission of the completed booking form shall constitute an offer by the client and a contract shall come into existence when the booking has been accepted in writing and a receipt for the deposit has been issued. Upon receipt of your booking form and deposit we will confirm the booking in writing and an invoice and statement of account will be sent to you with this confirmation, requesting the balance of payment six weeks before your arrival date. You will not receive any further correspondence from us until we receive your balance of payment after which you will be sent final confirmation and arrangements for key collection.

If we do not receive your balance payment by the due date we reserve the right to re-let the accommodation. Any bookings made within six weeks of the holiday start date must be paid for in full at the time of booking. If the booking is made later than one week before your holiday date (i.e. the booking having been made provisionally by telephone, say the day before) we insist that full payment is made with cleared funds prior to arrival.

## **Cancellation**

Notice of cancellation must be received in writing. Deposit payments are non-refundable. Balance payments will be refunded up to six weeks prior to your holiday start date. If you cancel your holiday within six weeks of the start date and we are unable to re-let the accommodation the full balance is still due. For the avoidance of doubt, other than as above, we shall have no further liability to you for any changes to or the cancellation of any holiday.

Rental period: All bookings run from 3.00 p.m. arrival (subject to unavoidable delays) to 10.00 a.m. departure.

**Your Party**

This booking has been entered into on the understanding that the total number in your party shall in no circumstances exceed the number on your booking form. We reserve the right to refuse to accept bookings. Rentals will be terminated at our own discretion, if in our opinion any person behaves in a way prejudicial to the well being of others, and in such circumstances we will re-take possession of the accommodation immediately. The contract you are entering into is for the hire of a holiday home for holiday purposes only. The person signing the booking form takes full responsibility for all members of his/her party.

**Owner's Rights**

We reserve the right to enter the accommodation for the purposes of urgent repairs or maintenance at any time. We cannot take responsibility for any matter outside our control, i.e. damage, injury, delays, or loss, in connection with your holiday arising directly or indirectly from mechanical or electrical breakdown, inclement weather, flood, fire, temporary invasion of pests or any other Act of God, war, farming or building activities, acts of local or central Government, or for nuisance caused on neighbouring properties. If we are unable to make the property available as per the booking due to unforeseen circumstances beyond our control, for example (but not limited to): death, illness, theft, fire, flood, squatters or other damage to the property, a refund will be made immediately without any further claims being made by you or your representatives against us.

**Inventory**

A full inventory is available in the property and this inventory is checked at the end of each rental period.

General Information: Although every effort has been made to ensure the accuracy of the information contained on our website and other publicity material, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured at any time. Whilst every effort is made to fulfil any particular requests which you may have in relation to your stay with us, we cannot unfortunately guarantee that we will be able to meet any particular requests which you may make and our failure in this regard will not constitute a breach of contract.

Please note bed linen and towels are provided.