

CONTRACT 2012

Durrants Holiday Lettings, 98 High Street, Southwold, Suffolk IP18 6DP
Telephone: 01502 723292 – Opt 2 Fax: 01502 724794

NAME & ADDRESS:

TELEPHONE NUMBERS:

Home:

Work:

Mob:

E-Mail:

BOOKING REF NO: _____ NAME OF PROPERTY: _____

DATES: FROM: _____ TO: _____

NAMES OF REMAINDER OF PARTY:	RELATIONSHIP: If any – where surname differs	AGES: If under 18 yrs	LINEN, unless otherwise stated: Tenants must supply their own linen, bottom sheets, duvet covers, towels and tea towels. If linen hire is required please call our office for further information.
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PAYMENT:		Cleans: Any property requiring cleaning after the tenant's departure will incur an additional charge proportionate to the work involved.
Cost of accommodation: The above amount should be paid In full if your holiday starts within 9/10 weeks of the date of this Contract	£ _____	
Deposit: one half of rent to nearest pound if outside 10 week period	£ _____	
Good House Keeping deposit: if applicable	£ _____	
Pet: if allowed @ £25 per week <small>Please refer to the holiday booking information on our website for premiums for cancellation insurance</small>	£ _____	
Cancellation Insurance: Yes / No	£ _____	
TOTAL ENCLOSED HEREWITH:	£ _____	
		DOG: one only (if property allows) – unless by special request
		Breed:

An owner can refuse admission to any person or pet not entered above or advised in writing to Durrants Holiday Lettings. We will confirm your booking as soon as possible, but please allow time for postal delays, etc. Cheques to be made payable to Durrants Holiday Letting or alternatively phone to make payment by either Credit Card (3% surcharge) or Debit Card.

THE UNDERSIGNED ACCEPTS THE CONDITIONS OF BOOKING ON REVERSE OF THIS CONTRACT AND (IF TAKEN UP) THE TERMS OF THE CANCELLATION INSURANCE PRINTED IN OUR BROCHURE OR ON OUR WEBSITE, AND GUARANTEES THE PROPERTY WILL BE THOROUGHLY CLEANED ON DEPARTURE BY 10AM. DURRANTS HOLIDAY LETTINGS WILL RETAIN ANY COMMISSION RECEIVED RELATING TO HOLIDAY INSURANCE COVER.

SIGNATURE: _____ Date: _____

CONDITIONS OF BOOKING

In all cases Durrants Holiday Lettings act only as Booking Agents on behalf of the Owner and any Contract entered into is one between the Hirer and the Owner of the property. Durrants Holiday Lettings cannot be held responsible for the actions of either party or any consequences resulting there from.

Any Contract to hire a holiday home as listed in the brochure and current supplements incorporates Conditions 1-17 below:

1. NUMBER OF PERSONS:

The maximum number of persons allowed in each holiday home is shown in the individual holiday home description. Additional persons (except babies in cots where applicable) cannot be accommodated.

The holiday home owners reserve the right to terminate the hire without notice and without refund for a breach of this condition.

2. OTHER EXTRAS:

The particulars for each holiday home specify any items not included in the hire terms. In such cases, the charge and/or method of charging, e.g. by coin meter, central heating additional, etc., is shown in the individual holiday home particulars and forms part of the Hire Contract.

3. PETS:

A dog is allowed only where shown in the individual holiday home particulars. We regret no cats allowed. The charge for a dog is normally £25.00 pw unless particulars of property state otherwise, and is payable with your initial deposit. When you make your booking you must inform Durrants Holiday Lettings that you are bringing a dog and record this fact in the appropriate place on the Contract. A dog is not allowed on the beds or chairs in any holiday home and must NOT be left unattended at any time of the day or night. The garden must be checked and cleaned of any deposits before departure.

4. BALANCE HIRE CHARGE OUTSTANDING:

Your acceptance of our terms & conditions to hire holiday accommodation makes you responsible for the full hire charge applicable to the booking. The balance of hire charges must be paid to Durrants Holiday Lettings no later than 28 days prior to the commencement date of the holiday.

5. BOOKING CANCELLATION:

If you cancel your booking you will remain responsible for payment of the balance rent. Therefore should you cancel, please notify Durrants Holiday Lettings immediately in writing by first class post. Durrants Holiday Lettings will endeavour to re-let your holiday bookings as soon as the balance rent has been paid. Should Durrants Holiday Lettings be successful in re-letting on your behalf there will be a charge for this service which carries a minimum fee of £35 + VAT.

6. CANCELLATION INSURANCE:

If you wish to take out Cancellation Insurance, you must print out the terms and conditions document from our website. Failing this you can manually request a copy from our office. NB We do not automatically issue you the terms and condition without a request.

7. OCCUPATION:

If the holiday owner is prevented by circumstances beyond his/her control from making the holiday home available and cannot provide a suitable alternative, he/she will refund all monies paid by you.

8. DEPARTURE:

Holiday home keys must be returned to our office by **10.00 a.m.** on the final day of hire and the property left in CLEAN condition ready for incoming holidaymakers. All electrical appliances are to be turned off at the socket/switch point unless otherwise stated, and all windows and doors must be securely locked.

N.B. A charge will be made for any property vacated later than 10.00 a.m., or property which has not been CLEANED.

9. MINORS:

Bookings from persons aged under 18 years cannot be accepted. All tenancies must include at least one adult occupying the property.

10. METHODS OF BOOKING:

Preferably telephone our office **(01502) 723292**. When you have decided which property you would like to book we will reserve it for you for a period of five working days, to enable you to send your Contract/Confirmation and deposit. When this is received we will process the booking and send you a receipt for the money, please allow ten working days.

11. DESCRIPTIONS:

Whilst Durrants Holiday Lettings representatives have inspected the holiday homes on their register and checked with the owner the description in their brochure, they cannot accept responsibility for any changes of which they have not been notified. We would remind you that all information is printed and given in good faith, but no warranties are given by Durrants Holiday Lettings as agents or otherwise regarding information provided, either written or orally.

12. DISCLAIMER:

The holiday home owner and agents do not accept any liability for loss, damage, injury, or accident which the hirer or any of his party may incur or experience. Neither the agent nor the owner can accept liability for any disruption or inconvenience which might affect your holiday where such failure is not reasonably the fault of either the agent or the owner.

13. OCCUPATION:

It is hereby agreed that the purpose of this letting is to confer on the hirers the right to occupy the house and premises for a holiday only during the term reserved and no other rights of occupation.

14. APPLIANCES: Such as T.V's, Wi-Fi, washing machines, tumble dryers, fridge/freezers, dishwashers, showers, microwaves, toasters, CD and DVD players plus BBQ's can not be guaranteed in the event of a breakdown during your stay but everything will be done to repair or replace the item as soon as possible.

15. BREAKAGES/DAMAGES:

Please contact Durrants Holiday Lettings to report any damage or breakages which may occur during your holiday. We reserve the right to make a charge on behalf of any owner who needs to claim for damages that may be incurred by the hirers in occupation during their holiday.

16. SECURITY:

Windows and doors must be kept securely closed and locked at all times when the property is not being occupied.

17. REFUNDS:

We regret no refund can be made for a holiday which has been taken in full.

18. SHORT BREAKS

When available, these will be charged at a minimum of 4 nights.

N.B. BEACH CHALETS : Where reserved, DO NOT form part of the Contract.