



### TERMS AND CONDITIONS OF LETTING BICTON LODGE

In these Conditions of Let 'owner' refers to the owner of the property you are booking 'Property' refers to Bicton Lodge.

1. **Maximum Occupancy:** The number of people occupying the property is limited to 4 adults and one babe in arms. The party leader must be over 18.
2. **Payment:** You must pay a 30% deposit on booking Payment by bank transfer (details will be supplied on an invoice which will be sent on return of the attached booking form) with the remainder of the balance payable four 6 weeks before the start of the Let. If a booking is made less than 6 weeks before the start of the holiday, full rental charges at the time of booking, having first checked that the property can be reserved for you. Failure to pay the balance of rental charges by the due date (6 weeks days prior to arrival) will result in the owner treating the property as available for re-booking. NB one reminder will be sent out.
3. **Cancellation:** Please notify the owner of any cancellation in writing. If a notice of cancellation is received between the dates of your deposit being received and the final payment being due then the deposit will be retained unless the property can be re-let. If cancellation is made within 6 weeks of the holiday start (ie the whole rent has been paid) then the whole amount paid will be retained unless the property can be re-let. If a re-let is successful then a full refund will be made, less an administration fee of £25 per week. If the property cannot be re-let then no refund will be given.
4. **Change of Dates:** For any bookings taken after 26 March 2020 we will offer a change of date or a refund only if the Government impose travel restrictions preventing you from taking your holiday.

**To safeguard against cancellation charges and other unforeseen eventualities we strongly recommend you take out Cancellation Insurance.** You may also wish to take out holiday insurance for your personal belongings and cover in case you need to extend your stay to isolate. If for any reason returning home at the end of the booking is not possible and self-isolation is required to take place at Bicton Lodge,

then all fees for all bookings affected by this self-isolation will be borne by the guest.

5. **Cancellation by the owner** Should the property, subsequent to booking become unavailable for any reason you must accept that the owner's liability is limited to the amount of any deposit/ rent paid.
6. **No pets allowed**
7. **No Smoking, candles, naked flames or portable heaters allowed anywhere** inside the premises to comply with fire regulations and health and safety law.
8. **Liability:** You accept that the responsibility for personal property of guests occupying the accommodation is solely theirs. All vehicles are also left at the guests' own risk. Guests agree to absolve the owner of any responsibility for any accident or mishap to persons or property whilst on the premises or whilst engaged in any activity therein or from any illness or injury arising from any causes whatsoever.
9. **Use of the property:** You agree to use the property solely for its intended purpose as self-catering holiday accommodation and to accept the owner's right to refuse to hand over the property to any person deemed unsuitable to take charge. Causing a nuisance or disturbance may result in the owner requesting you to leave.
10. **Right of Entry:** You agree to allow the owner or agent authorised by the owner access to the property at all reasonable times. This will only ever be requested in the event of an emergency eg a water leak or fire alarm activation. Access to the garden is required once a day by the owner to maintain the hot tub.
11. **Care for the property:** You must respect and look after the accommodation during your stay and you must leave the property clean and tidy. Please let the owners know of any damage or breakages immediately so they can be repaired or replaced for the next guests. The right is reserved to charge for any damage or breakages.

**12.Hot tub:** You must abide by the guidance for safe use of the hot tub included in our welcome pack and on the guidance notes inside the property.

**13.Parking:** There is maximum parking space of up to two small to average size cars on the lodge drive. We are not able to accommodate EV charging at present.

**14.Period of Hire:** You must vacate the property by 9.30am\* at the latest on your day of departure unless special arrangements have been made with the Owner. This is to allow the property to be prepared to the same high standard for the next guests. Guest arrival time is from 4pm\*\* onwards.

\*\* we will text you if the property is ready any earlier