



Libellule

Terms & Conditions of Letting

1 General

The property is hired on the understanding that the accommodation is for holiday use only and that no right to remain in the accommodation exists for the Guest or anyone in the Guests' party.

2 Number of Guests

The number of persons using the property must not exceed 4 including infants and the owners cannot accept more people than the maximum number advertised. All guests, including those staying for a shorter period, must be named on the booking form. We reserve the right to refuse entry to extra people or to charge a supplement.

3 Guests' Obligations

Care must be taken of the property and it must be left in a tidy state with all furniture returned to where it was found upon entry; all china, cutlery and kitchen utensils put away; and all rubbish removed to waste or recycling bins. We reserve the right to reasonably access the property during the period of hire.

4 Booking

A deposit of one quarter of the total rental for the period is payable and this secures the booking. The balance of the rental is due not less than eight weeks prior to the start of the holiday. If a booking is made less than eight weeks before arrival, the full rent plus any additional charges, is due at the time of the booking. In the event of a booking not being accepted by us, all fees paid will be returned immediately. Non-payment by the due date will be treated as a cancellation and we may re-let the property without reference to the Guest(s), who remain liable for payment of the full amount, although credit will be given for any rents received as a result of re-letting, less expenses. Reminders are not sent - the balance due date is on the Receipt for Deposit Form.

5 Method of Payment

Cheques should be made payable to L & R Austin. Post-dated cheques are unacceptable.

6 Cancellation

Cancellation should be made in writing. In the event of cancellation up to 8 weeks beforehand, the booking deposit only is forfeited; for cancellations within the 8 weeks prior, the balance paid is forfeited. We will endeavour to re-let the property and, if successful, will normally REFUND THE BALANCE OF THE RENT, less any expenses incurred in re-letting.

7 Insurance

The property is insured in respect of the usual risks

covered by a building and contents policy. However, it does not cover damage caused by guests - in this instance you would become liable. Please check the cover of the personal liability section of your own household policy and/or secure appropriate travel insurance.

8 Non-Availability of Property

If, for any reason, the property becomes unavailable for the period of your booking, we will refund the deposit in full and will be under no further liability towards you and your party.

9 Smoking & Fire Safety

Smoking is not allowed anywhere inside the property. Damage caused through breaches of this condition is not covered by our insurance and we will pursue a civil claim to recover such costs.

10 Breakages/Damage

A security deposit of £100 per week is payable by separate sterling cheque on arrival. An inventory inspection will be made before your departure and the deposit will be refunded within one month of departure minus deduction of any breakages or additional cleaning costs. Any damage or breakages must be reported so that speedy repair can be arranged. Damage caused to larger items is not covered by our insurance - please ensure that your holiday insurance provides appropriate cover for accidental or negligent damage by members of your party.

11 Complaints

All complaints must be reported to us immediately so that an on-the-spot investigation can be made, if necessary, and remedial action taken, if required. In no circumstances will compensation be made for complaints raised after the holiday has ended, when the guests have not given us the opportunity of investigating the complaint and endeavouring to put matters right during the holiday.

12 Liability

We do not accept liability for any act, neglect or default on our part or any other persons not within their employ or otherwise under their control; nor for any accident, damage, loss, injury, expense or inconvenience, whether to person or property, which Guests or any other person may suffer or incur arising out of, or in any way connected with, the letting.

13 Breach of Contract

If there is a breach of any of these conditions, we reserve the right to re-enter the property and terminate the holiday without prejudice to our other rights and remedies.

14 Authority to Sign

The person who signs the Booking Form certifies that he or she is authorised to agree to the Conditions for Hire on behalf of all persons included on the Booking Form, including those substituted or added at a later date. The signatory must be a member of the party intending to occupy the property and must be over the age of 18 years.