

Terms & conditions – Duke’s Apartment, Chiswick Place BN21 4NH

* **Booking confirmation:** A confirmed booking exists when either written or email confirmation of that booking is accepted by Exclusively Holiday Homes / Exclusively Short Lets† on behalf of the property owner.

* **Agreement:** Exclusively Holiday Homes / Exclusively Short Lets act only as a marketing, sales and communications agent for the property owner – this booking agreement is between the guest and the property owner. However the guest can direct any queries through Exclusively Holiday Homes or Exclusively Short Lets.

* **Holiday let:** The guest acknowledges notice that the property is one to which Paragraph 9 of schedule of the Housing Act 1988 applies whereby the guest has the right to occupy the flat for the purpose of his/her stay only and whereby there will be no security of tenure within the terms of the said Act.

* **Use of property:** The guest agrees to use this property solely for the purpose of a private holiday residence for the maximum number of people shown on the booking correspondence and agrees not to:

- use the property for any improper, illegal or immoral purposes
- to sub-let the property
- cause (nor allow any guests or visitors to cause) any nuisance, annoyance or disturbance to neighbours, or to the property owner, or to the property owner’s agent
- change, add, move or remove any items of furniture, furnishings or structures either inside or outside the property or alter the property in any way without first obtaining the owner’s permission

* **Payment:** For all bookings we require a non-refundable deposit of £200 per week booked. The remaining balance must be paid at least six weeks in advance of your arrival (or on booking if this is less than six weeks), along with a £200 security deposit which will be held in case of breakages or damages (which may be higher for bookings of three weeks or more). This is payable by cheque, by bank transfer or by card.

* **Extra charges:** If guests wish to use the pull out / day bed in Duke’s Apartment, there is a £75 supplement. You must request this on booking and clarify total numbers of guests please (maximum five guests).

* **Cancellation policy:** Once you have booked your stay, the agreement is a legal contract between you and the property owner. If for whatever reason you are unable to make your booking and you cancel more than six weeks in advance of your arrival date, you will only lose your deposit. If a cancellation is received within six weeks of the arrival date, payment in full is due, unless the property is re-let for the period. For this reason we strongly recommend that you take out cancellation insurance. Should the property be re-let for a reduced fee, the guest will be liable to pay the difference between the original agreed payment and the reduced fee for the re-let, plus any agency commission charged for finding the new booking and banking charges incurred.

* We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

* **Check in:** Your accommodation will be available to you for check in between 4pm and 6pm on the day of arrival or as agreed with the owner. Please try not to arrive earlier than arranged as the apartment may not be ready for you. If you are arriving later than 6pm, alternative arrangements can be made. Please contact us to discuss your timings a few days before your arrival as per the welcome letter.

* **Check out:** Please be ready to leave the accommodation by 10am on the day of departure. Please try to leave the accommodation as clean and tidy as possible, wash any pots (or put in dishwasher and switch on) and dispose of rubbish as explained in the instructions within the property. Keys are to be returned in accordance with arrangements made on check in.

* **Smoking:** This property is strictly **NO SMOKING**. Guests believed to have been smoking in the accommodation may be charged additional cleaning of up to £100 per room affected. Please smoke outside and safely remove any cigarette remains immediately. Vapour can set off smoke alarms so please also vape outside. Please do not smoke whilst leaning out of a window or in the bathrooms.

* **Candles/flames:** The use of candles or naked flames is not permitted in any of our properties – apart from gas hobs / cookers where these are fitted.

* **Children** are welcome - please advise us if you need any special equipment providing, such as a travel cot and we will do our best to accommodate (space and availability of equipment permitting) although you will need to bring your own cot bedding as we do not provide this.

* **Pets** are not permitted including those of visiting friends and family of guests staying in the property.

* **Parking:** There are parking restrictions in place along Chiswick Place and the surrounding streets. Vouchers are available at £2 per vehicle per day. These are valid for 'S or H' zone parking only – check signs to ensure you are parking in the correct zone). You must complete the permit correctly and complete the date as directed on the voucher or it will not be valid and you may receive a parking ticket. Restrictions run from 8am-6pm, Monday to Saturday inclusive (although Sunday may be brought in, so check on arrival).

* **Laundry:** Beds are made up ahead of arrival and towels (including beach towels) are also provided. Please do not wash white linen, towels or bath robes to avoid discolouration as any damage or replacement would be deducted from the security deposit. If you need additional linen or towels during your stay, please contact the owner, who will be happy to supply these.

* **Noise:** Please show consideration for neighbours at all times. In particular, keep music, TV and noise low after 8pm and before 9am. Bear in mind that if windows are open, sound travels much further, so please close windows between these hours.

* **Utilities:** Our rental prices include the reasonable usage of electricity, gas and water. If the usage of these during your stay is significantly higher than average usage for the appropriate season, you may have to make a contribution.

* **Breakages and damages:** Please take care of the property and its contents. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur and allow the property owner or property owner's agent access to carry out repairs. Should the cost of repairs and or replacements exceed the security / breakage deposit, the owner may seek additional compensation through legal means.

* The property owner and Exclusively Holiday Homes / Exclusively Short Lets as agents do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

* **Security deposit:** A security deposit of £200 (this may be higher with stays of three weeks or more) will be held in case of any damage to, or loss from, the property or its contents. Once the accommodation has been checked by the property owner after departure, the cost of replacing items or remedying any damage to the property or the contents thereof will be removed from your security / breakage deposit and the remainder returned to you within two weeks of your departure. If the accommodation has been left in an unreasonably messy and dirty state, requiring deep-cleaning, the cost for this will be deducted from your security deposit.

* **Data:** Any data collected during the course of this booking may be kept on computer.

* **Termination of agreement:** Failure to comply with any of the requirements set out in these terms and conditions will result in the agreement being terminated and may result in immediate eviction if within the rental period.

† Exclusively Eastbourne, Exclusively Short Lets and Accommodation Eastbourne are trading names of Exclusively Holiday Homes Limited, registered company number 08033675