

Terms & conditions - Keesha House apartments, Chiswick Place BN21 4NH

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

* **Agreement:** Exclusively Eastbourne / 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 is able to direct any queries through Exclusively Eastbourne 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 holiday 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 £200 deposit to secure (which may be higher for longer stays). 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. This is payable by cheque, by bank transfer or by card.

* **Extra charges:** Payments by credit card or international bank cards incur an additional 3% charge on the total amount. If guests wish to use the sofas in Duchess or Devonshire, or z-bed / pull out bed in Cavendish or Duke's, there is a £75 supplement (no charge if for under 14s). You must request these on booking and clarify total numbers of guests please.

* **Cancellation policy:** Once you have booked your holiday, the agreement is a legal contract between you and the property owner. If for whatever reason you cannot take your holiday 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 holiday 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 holiday. Our liability would not extend beyond this refund.

* **Children** are welcome - please advise us if you need any special equipment providing, such as an extra camp bed, a travel cot or high chair and we will do our best to accommodate (space and availability of equipment permitting).

* **Pets** are not permitted.

- * **Check in:** Your accommodation will be available to you from 3pm on the day of arrival. Please try not to arrive earlier as we may still be preparing your accommodation and therefore not available to welcome you. The way in which keys will be delivered or collected will be agreed when the final payment is received.
- * **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 when the keys are provided.
- * **Parking:** There are parking restrictions in place on Chiswick Place. Vouchers are available at £1 per day. These are valid for 'S or H' zone parking only (Chiswick Place and various surrounding streets – check signs to ensure you are in 'S or H' zone). You must fill in your registration details 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).
- * **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.
- * **Smoking:** All of our accommodation 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 remove any cigarette remains safely and immediately.
- * **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.
- * **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.
- * **Laundry:** Please do not wash white linen, towels or bath robes to avoid discolouration and potentially a claim against your deposit. If you need additional linen or towels during your stay, please contact the owner, who will be happy to supply these.
- * **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 Eastbourne / 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 longer than 2 weeks) 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 / or 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 and Exclusively Short Lets are trading names of Exclusively Holiday Homes Limited, registered company number 08033675