

BIGHOUSE HOLIDAY LETS LIMITED

3 Agincourt Square

Monmouth

NP25 3BT

T: 01600 772929

E: enquiries@bhhl.co.uk

W: www.bhhl.co.uk

River Wye Lodge



BOOKING TERMS AND CONDITIONS

River Wye Lodge

2018/19

Thank you for choosing to book with **Big House Holiday Lets Ltd** staying at **River Wye Lodge**. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below:

Minimum Age:

The minimum age to enter into this agreement is 25. Bookings cannot be accepted if you are under the age of 25. By entering into this agreement you are confirming that you are over the age of 26 and assume responsibility for your group booking.

Prices:

The price of the accommodation includes the following: central heating, electricity, hot and cold water, bed linen, bath/hand towels, tea towels, dish-washer tablets, toilet rolls, and cleaning upon check out. A 25% deposit is required at the time of booking, with the balance payable 8 weeks before the date of your holiday. All payments must be made in Pounds Sterling either by cheque or bank transfer.

Payment

If you fail to pay the outstanding balance on your account by the due date on the invoice we reserve the right to relet your booking and use the deposit to offset any loss in income we may make as a consequence of the short notice

Numbers of Guests:

You are booking the house for a maximum number of 26 people (whether adults or children) plus two infants in cots.

Pets:

We welcome 2 well-behaved pets. Dogs are not allowed on beds or furniture. Please bring something for your pet to sleep on. If we find pet hairs on bedding or furniture we shall retain monies from the bond for cleaning the soiled item (s) as we will if we find dog faeces in the garden.

Acceptance of Children:

We welcome children of all ages.

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Stag Groups

We are unable able to accept stag groups.

Cancellation:

By making your booking, our agreement is a legal contract and your deposit is non-refundable.

If you cancel :-

Up to 16 weeks before your arrival date you will not be liable for anything other than your deposit.

Between 16 and 12 weeks 25% of the balance

Between 12 weeks and 8 weeks 50% of the balance

After 8 weeks 75% of the balance

An Admin fee of £100 will be levied.

Many unforeseen things can occur either prior or while on holiday and we **strongly recommend** that you take out **holiday insurance**.

Non-Availability of Accommodation:

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. 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 point.

Arrival:

Your accommodation will be available to you from **4.00pm** on the day of arrival, unless otherwise arranged. We will not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. **Please do not arrive early and expect to be able to park. The property is locked until the arrival of the House Manager.** The House Manager will contact you a few days before your holiday to ascertain your expected time of arrival and can be at the house to greet you. We provide tea, coffee, milk, and sugar for an initial drink.

Departure:

Please leave the accommodation by **10.00am** on the day of departure, unless otherwise arranged. If the cleaners are unable to work because you are still in the property we may make a deduction from your bond to cover their costs.

Campervans Caravans, Tents Marquees

Caravans and Campervans are not allowed at this venue and the erection of tents marquees or other structures is also prohibited.

Lost/Left Property

Please make sure you take all your belongings home with you. If you do leave an item and request its return, then there will be an £15 administrative cost plus postage and packaging.

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Damages and Breakages:

A security bond of £350.00 is payable with your final balance payment. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents and this will be deducted from your security bond. We do not normally charge for minor breakages. If the damage is significant, and more than the security bond, an invoice for repair or making good will be forwarded to you. The security bond will be refunded to you within 14 days of the end of your holiday.

While we do not expect you to leave the house in precisely the condition you found it, if we have to incur extra cleaning charges through lack of care on your part we will pass those charges on to you. At the end of your stay we expect you to put rubbish in rubbish bins, clear the tables, wash up and put away. To help you clear up any mess or spills during the weekend, there is a vacuum cleaner and cleaning tools and products for your use. Please tidy the toys and games back on to the shelves, and replace any furniture you may have moved. . Check all water taps and lights are off. Finally, close windows and lock the doors.

Smoking

Smoking is only allowed outdoors in designated areas. These will be shown to you by our representative on arrival. You are expected to remove your own cigarette ends. If we have to do this there will be a charge.

Fireworks and Open Fires

Fireworks may not be used at River Wye Lodge nor Chinese Lanterns, or any external naked flame other than the barbecue which must be supervised.

The Hot Tub

The Hot Tub is provided for your pleasure and if used in accordance with our rules can provide great enjoyment. The Hot Tub cannot be used before 9am or after 10.00pm.

Whilst we make every endeavour to ensure it is available for you it may not be available to use on the first night of your stay or at all if there is a mechanical fault or damage by the previous guest. In such circumstances no compensation will be payable and our liability would not extend beyond this point.

Should the Hot Tub become contaminated (food, drink or any other form of contaminate that turns the water murky and smelly) and require emptying after your visit you are liable for a refilling charge of £70.00 and this will be deducted from your security bond

The Hot Tub is professionally prepared before your arrival and the water quality is chemically balanced to last safely for the duration of your visit as long as you follow our hygiene rules. Should we discover

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while you are at the house that the water quality has deteriorated past the point of safe use the tub will be closed and drained. It will not be refilled

Please note and observe the rules pertaining to the Hot Tub outlined in the House Book on site and in the posted notices. If more than 6 people use the Hot Tub at any one time the water may well spill over and cause the jets to stop working. If you call us out to repair this problem during your stay there will be a charge of £75.00. If we have to do more than top up the hot tub with water after your stay we will make a charge.

Finally, Hot Tubs can be dangerous to health if used incorrectly. Before your arrival the Hot Tub will be tested and treated to ensure that it is safe for the duration of your visit (if staying for a weekend). If you are staying for a week a further test and treatment will be applied mid visit. The efficacy of these measures however depend for their success on your co-operation. It is essential that every person using the hot tub (including children) showers thoroughly before use and removes all oils, make up, body lotions and hair treatments before entry. If you do not, the chemical treatments may be rendered ineffective.

The Hot Tub cannot be used before 9am or after 10.00pm.

If we receive complaints from neighbours due to guests using the hot tub after 10pm we reserve the right to retain some or all of the security bond which may be used as compensation to any aggrieved parties in the locality. **In cases of unacceptable disturbance you will be asked to vacate the premises the following morning.**

Admin Charge:

An administrative charge of £25 will apply where the company manages or deals with issues and or problems either as stated above or outside of the normal day to day management, and at the discretion of the company or property owner. Customers will always be advised of this at the time.

Liability:

We 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.

Privacy Policy:

Any data collected during the course of this booking will be stored on our computers and filing system. With your permission we may from time to time contact you about promotions, offers and updates. We will not share your details with any third party.

Subject to Change

These terms and conditions are subject **to change** without prior notice.

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