

# Westbrooke Holidays - Booking Form

(Please read our terms and conditions before completing this booking form.)

Provisional bookings taken over the phone are only held for 7days. To secure your booking please return the completed form below with your cheque by post. Written confirmation of your booking, directions to us and key arrangements will be sent on receipt of deposit / full payment and booking form.

## Hirers details

Title: Mr - Mrs - Ms - Miss (delete as applicable)

First name \_\_\_\_\_

Last Name \_\_\_\_\_

Address \_\_\_\_\_

Town \_\_\_\_\_

County \_\_\_\_\_

Post Code \_\_\_\_\_

Country \_\_\_\_\_

Home Tel \_\_\_\_\_

Mobile Tel \_\_\_\_\_

Email \_\_\_\_\_

Name of additional members of party:	Over 18? (Tick)	Age if under 18
1 _____	_____	_____
2 _____	_____	_____
3 _____	_____	_____
4 _____	_____	_____
5 _____	_____	_____

Do you require: Cot: Yes/No Highchair: Yes/No Z bed: Yes/No

Are you bringing a pet/s with you: (Please state by number) Horse ..... Dog ..... Cat.....

**Name of Property required** .....

**Desired booking dates**

From 3.00pm on Day \_\_\_\_\_ Date ..... Month ..... Year \_\_\_\_\_

To 10.00am on Day ..... Date ..... Month ..... Year .....

**Payment :**

Holiday Price: £ .....

Extras (pets): £ .....

Total: £ \_\_\_\_\_ (8 weeks or less to your required holiday date payment is required in full)

Note: A Good House-keeping deposit of £50.00 is required by a separate cheque with the final or full total payment. Fully refundable if no damage/breakages occur. (Minor mishaps not applicable eg. Broken wine glass).

30% Deposit / Full payment enclosed (delete as applicable) - Cheque Amount £.....

Cheques (UK Sterling only) should be made payable to: Mrs J. Hindry

Post to: Westbrooke Barns, West End, Bradenham, Norfolk, IP25 7QZ

How did you find us? Eg [www.cottageguide.co.uk](http://www.cottageguide.co.uk) .....

I am over 18 years of age. I have read the booking terms and condition for holidays at Westbrooke Barns and agree to abide by them.

Signature of Hirer: .....

Dated: .....

# Westbrooke Holidays

## Booking Terms and Conditions for properties at Westbrooke Barns

### **Contract**

The contract for short term holiday rental shall be made between the Hirer and Westbrooke Holidays and this said Contract shall be governed by U.K Law.

The Contract is entered into when the deposit is processed and Westbrooke Holidays issues the confirmation letter.

The contract will be subject to all the following conditions.

### **Payments**

A 30% Non Returnable deposit of the total holiday rental fee is payable on booking if it is made more than 8 weeks before the start date of the holiday rental period. The balance shall be payable 8 weeks before the commencement of the rental start date.

Non payment of the balance of the rental on or before the due date shall be constructed as a cancellation of the contract by the Hirer with Westbrooke Holidays.

The total rental fee is payable when a booking is made 8 weeks or less before the commencement dated of the rental period. 30% of this fee is non returnable in the event of a cancellation. (see Cancellations)

Bookings made 10 days or less before the rental period requires a payment by bank transfer only. (Bank details are available by telephone request). On receipt of the funds into the bank account it confirms the booking at short notice.

Next day bookings we will accept bank transfer or cash.

Payments may be made by a cheque made payable to Mrs J Hindry or the payments may be made by bank transfer (Bank details are available by contacting Mrs Hindry by telephone ).

### **Cancellations**

Cancellation made by the Hirer for whatever reason **must be in writing** and addressed to Mrs J. Hindry. On receipt of the written cancellation Westbrooke Holidays will try to re-let the property for the booked period.

If the property is re-let for the full period of the agreed booking we agree to refund all but the non returnable deposit which covers any administrative or advertising cost incurred.

If only part of the booking period is re-let we will refund only the respected re-let part less the non returnable deposit which covers any administration or advertising costs incurred.

Should the property not have any re-bookings for the period of the cancellation then the Hirer shall be held responsible for the full payment of the booking period.

Cancellation Insurance is not compulsory but we recommend that for the above reasons that all our Hirers take out their own Holiday Cancellation Insurance.

### **Period of Hire - All rentals**

Commence at 3.00pm on the day of arrival .  
(Should you need to arrive later please notify us to arrange a later key collection time).

Terminate at 10.00am on the day of departure.  
(Please keep to this time to allow the cleaner time to complete the full cleaning program for the next holiday maker).

### **Person staying in property**

Persons staying at the property must not exceed the numbers the property is suitable for or as stipulated on the accepted booking form. Westbrooke Holidays reserves the rights to refuse entry to the entire party if these condition are not observed.

Children **must be supervised** at all times whilst on site due to play equipment, stream, animals etc.

## **Complaints**

In the event of a complaint during the Hire period, these must be made promptly to either Mrs J Hindry or Mr Hindry. In the event of any serious problem please confirm it in writing.

## **Care of the property**

We pride ourselves in keeping our holiday properties in good order and well equipped. This can only be maintained with the help of the holiday makers being respectful to the properties by leaving them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning.

The Hirer shall be held responsible that he and everyone in his party is respectful and takes full care of the property and all its furnishings, contents, out of door buildings, equipment, surroundings and animals.

## **Pets**

Well behaved cats and dogs are welcome in our properties but must not be left unattended at any time in the properties. All dogs must be kept on a lead whilst on site due to us having Ducks, Chickens, and Horses Etc. Pet bedding must be provided by the pet owner. Pets are not allowed to sleep on any furniture during their stay.

Pets are charged at £15.00 per week per pet.

## **Breakages or Damage**

The Hirer is legally bound to reimburse Westbrooke Holidays for the repair, replacement or extra cleaning costs .

A Good Housekeeping Deposit of £50.00 in the form of a separate cheque made payable to Mrs J Hindry is required when the final or total payment for the holiday is made . This is held by Westbrooke Holidays until a satisfactory inspection of the property is made.

Should there be a problem Westbrooke Holidays will contact the hirer by phone, email or letter as soon as possible to discuss the situation and finalise the amount of the cost needed to rectify the problem. Any amount of the monies remaining after this rectification will be forwarded by cheque to the Hirer.

In the event that the damage being so costly that this is not covered by the Good House keeping Deposit the Hirer will be held responsible for the balance of the costs.

Should no problems arise the Good Housekeeping Deposit will be fully refunded by a cheque to the Hirer within 14 days.

## **Liability**

Westbrooke Holidays (for itself, its employees and agents) and the owners shall not be liable to the Hirer or third parties for any accident, damage, loss, injury expenses or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the rental.

If the property which the Hirer has booked becomes unavailable or unusable for some reason prior to the date of a booking, then Westbrooke Holidays obligation will be to 1. Use their best endeavour to find a suitable alternative property, or failing which 2. To reimburse the Hirer for any monies paid to Westbrooke Holidays.

## **Warranties**

Westbrooke Holidays does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its servants or agents.

## **Rights of Entry**

Westbrooke Holidays shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

## **Publicity**

Please note that if you write in our visitors book, you agree that we may use your comments for publicity. We will not publicise your name, address or any other details, only the comment.

Many Thanks

Jenny