

'HILLBROW' HOLIDAY ACCOMMODATION AGREEMENT TERMS

BOOKING YOUR STAY

Property: 'Hillbrow' Swanage, Dorset.

Our agreement

Includes the person named on the confirmation and all other guests staying at the property, including children and any day visitors. You must ensure that everyone is aware of and accept our agreement terms.

Information about the guests

A booking form will be provided, bookings will only be accepted for all persons listed on the form.

- The accommodation caters for a maximum of 6 people (2 double bedrooms and 1 twin bedroom suitable for children).
- There must be sufficient capable and responsible adults over the age of 21 to make a booking.
- The lead person making the booking must be present for the duration of the stay and accept overall responsibility for everyone staying at the property.

Please refer to the '**Data Protection**' section of this document for details of why we collect data and how it is used.

We regret, we cannot accommodate:

- Where the majority of the party are under 21, this will not be accepted.
- We do not permit "stag/hen" parties nor similar at the property.

PAYMENT, CHANGES & CANCELLATION

Price - The most up to date prices are available on request. Any prices shown are subject to regular review and may change. The agreed price for your stay will be quoted when you make a reservation, will be shown on your booking form and confirmation.

Please note: Bookings via AirBnB may be subject to separate terms, conditions, and pricing.

Price includes:

- Use of the accommodation and facilities for a maximum of 6 guests.
- Only for the agreed dates.
- Bed linen, tea-towels.

Price does not include:

- Bath & beach towels.
- Activities arranged outside of the property.
- Phone calls.
- Children's equipment such as cots, cot linen or high-chairs.

Payment

- **Holding your requested date** – will be held for a maximum of 5 days or until payment is received (whichever comes first), after this time, the date will be released onto the AirBnB platform. If we receive another enquiry in the meantime, we will contact you.
- **Deposit** - Booking more than 8 weeks ahead. A 25% non-refundable deposit is required to secure your booking.
- **Balance** - The balance must be paid 8 weeks before the start of your stay.
- **Booking less than 8 weeks ahead** - Full payment is required.
- **Paid by** – Any payment is requested to be paid by bank transfer. Details on the booking form.
- **Timescales** - Please ensure you pay in the required timescales. If not, we have the right to cancel your reservation and retain your deposit.
- **Confirmation** – A booking is only set once we receive your payment. We will send confirmation by email within 5 days. If you do not receive confirmation in these timescales, please contact us as soon as possible.

Please ensure you check all details on the booking and confirmation carefully. If anything is incorrect, or needs to change, please inform us as soon as possible.

Changing your booking

- 8 weeks or more before your start date – you may amend, subject to availability.
- Any change may result in a revised price which applies at the time of your amendment.
- If you are prevented from taking your stay, please contact us at the earliest opportunity. We will do our best to assist.
- You may not, transfer your booking to any other persons without our consent.

Cancellation by you

- **More than 8 weeks** – We will provide a full refund excluding your non-refundable deposit.
- **More than 6 weeks** - 50% fee will be charged.
- **4 weeks or less (inc. cutting your stay short)** - 100% fee will be charged.

Cancellation by us

- **Before arrival** - If we need to cancel your booking, you will receive a full refund (including deposit).
- **During your stay** - if you or any of your party do not comply with this agreement, particularly relating to behaviour and conduct, we have the right to cancel your booking, or to instruct you and your party to leave the property immediately, without compensation or refund.

COVID-19/Pandemic/Lockdown

We follow and encourage all our guests to also follow government guidelines, please visit: <https://www.gov.uk/coronavirus>

Travel Insurance

We advise you arrange your own travel insurance for peace of mind for your holiday.

ARRIVAL & DEPARTURE

- **Arrival** – Access to the property is from 2pm on your arrival date.
- **Departure** - You must vacate the property by 10am at the latest on your departure date.
- **Keys** – Will be arranged 1 week prior to your arrival.

PLEASE NOTE: When the front door is closed, it will lock, you need the key to get back into the property!

STAYING AT THE PROPERTY

Our aim is to provide you with a relaxed stay. To ensure the maximum enjoyment for our guests (and neighbours), please ensure you adhere to all the requirements, as follows:

Accommodation

- 'Hillbrow' is to be hired on the basis that it is for holiday use only, and no right to remain in the accommodation beyond the agreed booked period.
- You must use the accommodation and its contents with care and leave it in a clean and tidy condition on departure.
- We reserve the right to charge you for any extra cleaning, missing items or damage.
- We (as property owners) reserve the right to enter the accommodation at any time for any reasonable purpose, for example, to make checks or maintenance work. Your occupation is not exclusive.
- All guests (detailed on the booking form) must remain the same for the duration of your stay.

Property Accessibility

At 'Hillbrow' we want to make your stay as enjoyable as possible. We have listed our facilities to give you confidence that our property meets your specific requirements and individual needs.

- The off-street private driveway parking for 1 car.
- Front door access is via 8 steps with handrail.
- Rear access is via 3 steps leading to a level path.
- Living room ground floor access to the garden via sliding patio doors.
- WC on ground floor.

- All 3 bedrooms and main bathroom on 1st floor.
- Bath has hand grips and a non-slip mat available.
- Plug-in night lights available in property.
- TV with subtitles available.

Welcome Book

On arrival, a 'Welcome Book' is provided, this contains instructions about the facilities: central heating, water, TV, cooker, washing machine etc. It is important that you take some time to read and familiarise yourself with this information.

Medical assistance

A basic first aid kit is available in the downstairs coat cupboard and details of local emergency services are provided in the 'Welcome Book'.

Behaviour and conduct

The lead person making the booking is responsible for the behaviour of all guests. Behaviour should be in keeping with the family environment and should not be excessive, noisy or disruptive under any circumstances.

Children's supervision and parental responsibility

There must be at least one capable and responsible adult at the property for the supervision of everyone under the age of 21.

No Dogs or Pets

Guests and visitors to the property are not permitted to bring dogs or any other pets.

Security of your property

Your property and personal belongings are your responsibility, and we recommend you independently arrange appropriate travel insurance. We accept no liability for any accident, loss or damage to your possessions.

Food and beverages

Your accommodation is self-catering, we do not provide any food and beverages or other supplies. A few condiments may be available in the kitchen cupboard, but this is not guaranteed and should not be relied upon and used at your own risk.

Please ensure you clear all cupboards on departure.

Cleaning

The property is cleaned to a high standard, please maintain this during your stay and we kindly ask that you only use the cleaning products supplied (under the kitchen sink cupboard). Please do not use any abrasive materials on the cooker, surfaces or crockery. If pans and trays need to be cleaned, we would prefer that these are left to soak for a while to avoid the use of heavy abrasives.

Wireless Internet

Hillbrow has wireless internet at the property, the WiFi password will be available in the Welcome Book for your arrival.

Safety

Please follow our safety guidelines in the 'Welcome Book'. Take particular care not to do anything which might cause a fire. Firepits and candles are not permitted on the property. We do allow the use of a small BBQ but please ensure you adhere to our BBQ safety guide.

No Smoking policy

Smoking (including e-cigarettes), not permitted.

Dangerous items

No shotgun, knife, firearm, air weapon, archery equipment, fireworks (including sparklers), illegal substances or similar items may be brought onto the property under any circumstances by you or anyone staying or visiting.

Compensation payable by you

By booking you agree that we have the right either during or after your stay to recover from you the costs of any property or accommodation damage and / or any other costs, which we may incur, resulting from you or any persons action or inaction and from any breach of this agreement.

DATA PROTECTION

The **General Data Protection Regulation** (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU). In accordance with GDPR:

We collect personal data for legitimate interests:

- For registration by the guest at the time of booking or making an enquiry.
- To comply with the Immigration (Hotel Records) Order 1972, self-catering accommodation must keep a record of all guests over the age of 16. Therefore, we are required to collect a full name and nationality before the arrival date.
- For visitors, who are not British, Irish or Commonwealth guests: We are required to record a passport number and place of issue (or other document which shows identity and nationality). Details of the next destination (including the address, if known) before departure. Diplomats, their family and staff do not have to register this information.
- We are required to retain past and present customers for at least 12 months and make available for inspection if asked.
- If we hold information on a guest for any purpose other than handling the booking, such as for our own Marketing, Advertising or PR, we obtain consent via the booking form.
- We will not transfer data to a third party or use any third party for our Marketing.
- After 18 months, records will be deleted unless the individual has provided us with consent to retain their data for a longer period.
- When deleting or disposing of data, we do so in a way that is not at risk of unintended access (eg shredding paper documents and ensuring permanent deletion of electronic files).
- We try to be as transparent as we can be in terms of giving people access to their personal information. You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please contact us.
- We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. We will promptly correct any information found to be incorrect.
- We do not use or have any surveillance equipment installed at the property.

FINALLY... IF YOU NEED HELP

Any assistance you require, or concerns should be brought to our attention immediately.

We aim to give prompt assistance to you if you are in difficulty and respond to any concerns you raise so that you can continue to enjoy your stay.

Please note that we are not responsible for any matter of which you were aware and which you did not bring to our attention during your stay.

Any reported matter which has not been resolved during your stay should be advised in writing and sent by email to alison.bromley@yahoo.co.uk or caroline.feltham@yahoo.co.uk within 28 days of the end of your stay.