

## **Guest Terms and Conditions**

### **General**

This is a legally binding contract between the property owner, [tag:ownername] and the guest. The property owner is also referred to as "we" and "us".

The guest is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of their party accept and adhere to these terms and conditions. The guest is also referred to as "you".

The property referred to being [tag:propertynameandaddress].

### **Bookings**

A booking deposit is payable within [tag:bookingdepositduedays] of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the breakage deposit, is payable not less than [tag:bookingbalancedueweeks] prior to the start of the stay. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the stay by the guest. Please be sure to note the due dates of these payments as reminders are not routinely issued.

The rental charge, along with the breakage deposit for bookings made less than [tag:bookingbalancedueweeks] prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the Guest**

Cancellation of the booking by the guest should be made in writing and addressed to:

[tag:ownertitle] [tag:ownerfirst] [tag:ownerlast]  
[tag:ownercompany][tag:owneraddress1][tag:owneraddress2][tag:owneraddress3][tag:ownertown][tag:ownerstate][tag:ownerpostcode][tag:ownercountry]

Or via e-mail to [BeOurGuest@JungleCottages.co.uk](mailto:BeOurGuest@JungleCottages.co.uk)

In the event of a cancellation, we will attempt to re-let the property and if successful, a discretionary payment may be made to you. However, we strongly recommend you take out holiday cancellation insurance.

## **Cancellation by the Property Owner**

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the guest suitable alternative accommodation. If suitable alternative accommodation cannot be found, the guest shall be entitled to a full refund. The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

## **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made, and some things do change. The guest accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the guest to leave the property without any refund if, in the property owner's opinion, the behaviour of the guest and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the guest and their party to leave the property, without refund, should the behaviour of the guest and/or their party be considered by the property owner to be unreasonable.

## **Number of Guests**

The maximum number of people entitled to stay at this property is [tag:propertysleeps] and furthermore, only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the guest and his/her party will be asked to leave immediately without any refund. Sub-letting or assignment of the let is prohibited.

## **Pets**

Pets are allowed in the property subject to the property owner's agreement. All pets must be house trained and the number and type of pet must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The guest shall be liable for all damage caused by his/her pet or any pet belonging to the guest's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

## **Arrival and Departure Time**

Every effort will be made to have the property available from [tag:arrivaltime] on the day of arrival. We cannot guarantee that the property will be available for access or ready for the stay before this time. The property must be vacated by [tag:departuretime] on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

## **Liability**

The property owner takes no responsibility for the personal possessions of the guest or the guest's party. Vehicles and possessions are left entirely at the risk of the guest.

Children must be supervised at all times.

## **Breakages**

The guest should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the stay. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

## **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the guest to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

## **Return of Breakage Deposit**

Your breakage deposit, minus any deductions, will be returned to you within [tag:breakagedepositdueweeks] of the departure.