

Cantelupe Court Holiday Apartment

Quality Seafront Self-Catering Accommodation in Bexhill

www.bexhillholidays.com

2014 CANTELUPE COURT HOLIDAY APARTMENT BOOKING PACK

Thank you for enquiring to stay at Cantelupe Court Holiday Apartment. We are delighted you are considering staying at Cantelupe Court Apartment and trust you will enjoy the best of both worlds in the heart of the 1066 country, right by the seaside.

About our weekly packages:

- No booking fees and no hidden costs
- Our tariffs include bed, bath and kitchen linen, heating & power, basic prep and changeover cleaning and 2Gb/day broadband
- Our changeover day is Saturday
- Our guests are welcomed from 4pm on their day of arrival and agree to depart by 10am on their departure day
- A £100 indemnity deposit and completed booking form will secure your preferred dates
- Our tariffs are due 8 weeks prior to arrival
- Bookings are subject to our standard booking terms and conditions (page 4)
- Our guests receive unique access codes and arrival information upon receipt of full payment
- Our indemnity deposits are returned electronically to UK bank accounts within 2 weeks of departure
- Please visit <http://www.bexhillholidays.com> for more information on how we operate

Dates can be provisionally held for 7 days to allow for the return of your booking form and refundable indemnity deposit.

Returning guests wishing to book a return stay are entitled to a discounted rate so please quote (on page 2) the rate offered to you on the returning guest booking form we've emailed you.

We recommend our guests shop around for a competitive holiday "cancellation insurance" because life can throw up unexpected surprises. Insurance will protect you from most eventualities.

Many thanks again for your enquiry. We hope to host you soon.

Yours sincerely,



Annette & Alasdair Garnham

 Postal address: 4 Vicarage Close, Cookham Village SL6 9SE

 01628 526 630  Mobile: 07957 218 789

Email: let_cantelupe_court@yahoo.co.uk

Website: www.bexhillholidays.com

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2014 CANTELUPE COURT ON-LINE BOOKING FORM

CCHA Office Use only:	
Invoice Number:	
Confirmation Sent:	E / P
Code Allocated (Flat):	
Code Allocated (Main):	
Access/Arrival Instr.:	E / P
GSR Confirmed:	Mira AG
Date Deposit Returned:	
A/C Name:	
Bank Sort Code:	
Bank A/C Number:	

BOOKING INFORMATION (*Required Fields):

Arrival Date: 16:00hrs, Saturday,
Departure Date: 10:00hrs, Saturday,
* Party Size: **Adults:** _____ **Children:** _____ (please state children's ages)
* Name/s of all in your party:

PRINCIPAL HIRER'S DETAILS (*Required Fields):

* Name
* Postal Address:
* Phone number:
* Mobile number:
* Email Address:

PRE-BOOKING NOTES:

- The property's bedding configuration would ideally suit two couples; each room is presented with a double bed.
- Maximum occupancy is 4 people (including children & infants) at any time.
- The size of the lift and fourth floor location make the property unsuitable for young children, wheelchair users, pushchairs users and persons unable to independently use stairs to evacuate. [CCHA Access Statement](#)
- The property and building are strictly non-smoking
- We regret we cannot host our guests' pets

INVOICE:

Refundable Indemnity deposit	£100.00	Due at time of booking
Weekly Tariff	£	Due 8 weeks prior to arrival
Optional: Credit/Debit Card Transaction Fee (5%)	£	"
TOTAL DUE		£

Please sign to indicate that you have received read and agree to Cantelupe Court Apartment's booking terms and conditions (see page 4):

Date: / /

Signature: _____



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2014 CANTELUPE COURT HOLIDAY APARTMENT PAYMENT OPTIONS

CHEQUES AND POSTAL ORDERS

Please post Cheques and Money Orders to:

Mrs A Garnham
4 Vicarage Close
Cookham Village
Maidenhead
Berkshire
SL6 9SE

CREDIT AND DEBIT CARDS

PayPal



We have a Premier PayPal account that enables us to request credit and debit card payment from you. We regret that customers will need to be invoiced for 5% of the value of the transaction which covers the PayPal transaction charge that we will incur. We simply send an email invoice to you and you click on the "Pay Now" button and pay using your credit card.



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CANTELUPE COURT HOLIDAY APARTMENT FULL BOOKING TERMS & CONDITIONS 2014

RENTAL PERIODS: The minimum rental period is seven nights commencing from our changeover day, Saturday. Quieter periods afford us greater flexibility. During these periods we may consider 3 and 4 night stays as well as "Month-Away Stays".

CHECK-IN & CHECK OUT: Hirers are welcomed from 16:00hrs on the day of arrival and agree to vacate before 10.00hrs on their day of departure.

PRICES; RESERVATIONS; INDEMNITY DEPOSITS; PAYMENTS & REFUNDS:

Tariffs are based on a maximum occupancy of 4 persons staying at any one time, including infants and children.

It is suggested that you telephone to make a provisional reservation which can be held for up to seven days without payment.

A booking is secured upon payment of an indemnity deposit accompanied by a signed booking form.

We prefer to accept UK cheques and electronic deposit transfers. We can accept PayPal, Debit or Credit card payments however this method attracts a 5% transaction fee.

Payment for accommodation is taken 8 weeks prior to arrival. If the intended stay, a) within 8 weeks, or b) has been discounted, full payment would be required at time of booking.

Indemnity deposits are refunded within two weeks of departure along with a receipt/invoice of all monies received/returned.

In the unlikely event that the apartment is left in a poor condition or significant loss or damage results from a tenancy, Hirers agree to be liable for associated additional cleaning, remedial or replacement costs incurred by the Proprietor.

INCLUSIONS & EXCLUSIONS: The apartment is fully equipped and furnished to comfortably accommodate the maximum occupancy.

Bed, bath and kitchen linen, heating, power, *internet access and basic changeover services are included. The property is heated by Economy 7 storage systems from early autumn until late spring and supplemented during summer months by an electric fire in the lounge room. Both bedrooms have standard sized double beds.

KEYS, ACCESS & ARRIVAL INSTRUCTIONS: Hirers are allocated unique access codes to the property's key safes. These codes are programmed on the morning of arrival & are provided no later than 48 hours prior to this. In the interest of safety and security of all our guests, Hirers agree to pay locksmith call out charges and or lock changing charges if for any reason the property is inaccessible or all keys are not returned to key safes on departure.

PHONE & INTERNET CONNECTIVITY: A telephone is provided at the property that will enable you to receive calls at 01424 219 296 and make calls to emergency services "999" and Free-phone numbers. Instructions for connecting to our internet provider are made available to our guests. *Our ISP's broadband allocation averages out to 2GB per day. We don't charge for the first 2GB/day. Guests agree they are liable for excessive usage charges, if incurred by the proprietor.

CLEANING: Departing guests agree to leave the property in a tidy condition and remove their foodstuffs and belongings; remove refuse from the property to the outside bins and report faults, breakages or damage etc. that can occur during a tenancy. In the highly unlikely event that the property is not returned to us in an acceptable standard, departing Hirers will incur penalty charges at £12.50 per ½ hour for each additional ½ hour required to return the property back to an acceptable standard.

CANCELLATIONS: We regret cancellations made after receipt of full payment will result in loss of full payment. Cancellations received prior to this will result in loss of indemnity deposit.

INSURANCE: We recommend that you shop around and insure against cancellation. Remember too, we cannot be responsible for personal belongings and so on, so it is advisable that you insure against any loss if cover is not provided by your Household Contents Insurance. Schofields Underwriters Ltd. offer holiday insurance and can be contacted on +44 01204 365 080.

PETS & SMOKING POLICY: Our property is strictly non-smoking; this is condition of our Insurer. We regret we cannot accept guest's pets however will supply guests with names of local cattery and boarding kennels

NUISANCE / ACCESS RIGHTS / ESSENTIAL REMEDIAL & MAINTENANCE WORK: The property is situated in partly-residential block / former house with wooden floors. In the interests and enjoyment of all concerned, anyone creating an undue nuisance or disturbance may be asked to terminate their holiday without compensation. In addition, we (and our managing agents) reserve the right to enter the flat in circumstances that may be deemed by us, our agents, the building's management company and/or neighbours, to be a possible emergency situation. We also reserve the right to refuse any booking which might, in our opinion, be unsuitable for the property. Like all buildings of this age, essential maintenance and remedial building works are required. Every effort to schedule these works in quieter periods will be made however due to Britain's inclement weather this is not always possible. In the event that the building's management company schedules disruptive works to the common parts of the building during times that Flat 6 is occupied by holiday makers, we and our managing agent will make every effort to give advance warning to tenants. As the planning of these works would be outside our/managing agent's control, the tenant (guest) agrees that in the unlikely event this occurs, the owner and it's managing agents cannot be held liable for diminished enjoyment or loss of amenities.

SPECIAL NOTE: Self-catering accommodation is offered for holiday purposes only under the Terms of the Rents Act 1977 (in particular Section 9) and the Housing Act 1988 (in particular Section 31(7)), and in no circumstances shall this Contract be interpreted as any form of Furnished Letting Agreement or Furnished Tenancy. This Contract can be terminated also within Ground 3 of Schedule 2 of the said Housing Act.



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