



## **Booking Conditions Please Read Carefully**

Sublime Holidays.com act as a Letting Agent for the owners of the property. The letting contract is between the person undertaking to book the property, hereinafter called the 'Client' and the Owner of the property for which a booking is made and incorporates the terms and conditions as follows.

1. The person signing the booking form certifies that he/she is authorised to agree the Booking conditions on behalf of all persons included on the Booking Form.
2. The signatory must be a member of the party occupying the property and must be over 18 years of age.
3. Bookings cannot be accepted from parties of young people less than 18 years of age.
4. Booking forms to be accompanied by a non-refundable deposit of one third of the full rental price plus £20.00 Booking Fee. A single payment/cheque only will be accepted.
5. The balance of the rental must be paid 12 weeks before the commencement of the holiday. Please note a single payment/cheque only will be accepted for the final rental.
6. The Client shall construe non-payment of the balance of the rent on or before the due date as a cancellation of the contract.
7. The full rent is payable if the occupation date is less than 12 weeks from the date of booking.

### **Client Obligations**

1. The Client agrees to pay for any breakages, losses or damage to the property before departure otherwise this will be taken from the security deposit without notice.
2. The Client agrees to take all reasonable and proper care of the property and leave it in a clean and tidy condition at the end of the rental period. Particular attention must be given to the kitchen, ensuring that all equipment and utensils are left clean and tidy. Extra charges will apply if excessive cleaning services are necessary.
3. The Client agrees to permit the Owners or their Agents reasonable access to the property to carry out any urgent maintenance.
4. The Client agrees not to sublet or share the property except with those persons nominated at the time of booking. The printed maximum includes children less than 4 years of age and guests. The maximum number of persons allowed at the property is clearly stated and must not be exceeded. (Owners reserve the right to terminate the rental without notice and without refund in case of a breach of this condition).
5. Clients should be aware that absolutely NO visiting dogs or pets are allowed unless by prior arrangement.

### **Cancellation**

1. If the Client wishes to cancel the booking for non-insurable reasons they should advise Sublime Holidays.com immediately by telephone, followed by confirmation in writing.
2. Upon receipt of such letter Sublime Holidays.com will attempt to re-let the property. If unsuccessful the OWNER should be entitled to retain all payments already made and to recover, if not already paid, the balance of the booking rental.
3. Non-availability of properties. If for any reason beyond Sublime Holidays.com's control, the property is not available on the date booked, all rent paid in advance will be refunded in full. No compensation will be due and the Client shall have no further claims against the Owner or Sublime Holidays.com.

### **Refundable Security Deposit**

1. A refundable security deposit per property to cover property damage will be requested with final payment.
2. Some owners may request a separate telephone or electricity deposit that may take some time to process. Please pay telephone account prior to departure if a unit counter is in place.
3. The security deposits will be returned within 14 days of return less any charges.

### **Caring for Your Safety**

1. Every reasonable effort has been made to indicate possible safety hazards in the property description.
2. It is the Client's responsibility (particularly parents with young children) to inspect the property and grounds immediately on arrival and note any possible hazards.
3. Clients should also check the internal layout of the property so that in the event of an emergency they can get out quickly and safely.
4. Please read and respect any warning/hazard/restriction notices that the owners have placed in the property.

### **Water Hazards**

1. All water forms a hazard for unsupervised small children. Swimming pools etc may not be enclosed unless clearly stated. Lakes and wells can be found on many properties.
2. Should an accident occur neither the Owner nor Sublime Holidays.com accept any responsibility which lies solely with the client. Young children must be closely supervised at all times.



## **Pools and Pool Covers**

1. Dimensions are approximate.
2. Pools are only functional during summer months unless by prior arrangement.
3. Pool heating, if functioning and available, may incur a supplement unless otherwise stated.
4. Chemicals in pools are carefully regulated, however climatic conditions, including heavy rainfall, etc, can affect the chemical balance. If this should occur please notify either the Owner or their Agent. It can take two to three days to clear and is beyond our control. Neither Sublime Holidays.com nor the Owners will pay compensation for the effects of adverse weather conditions or pool filter/maintenance problems on pools.
5. Pool liners must be treated with care, as any damage will be charged for. Similarly, pool covers must be treated with care, as any damage will be charged for. Children must not be allowed to operate or open pool covers.
6. Pool covers, whether electrical or manual, are the responsibility of the client unless otherwise stated.
7. Ensure all toys etc. are removed from the pool at the end of each day as these may damage the pool system or cover.

## **Locations**

1. Many of our properties are very old and consequently may have low windows and below minimum height doors/ceilings or unusual or difficult stair gradients.
2. In some cases access to the property does not allow for low-slung vehicles. Please check with Sublime Holidays.com.
3. Many of our properties are located in rural areas and it should be noted that rural activities could be noisy (and smelly) at times.

## **Arrival and Departure Times**

1. Properties are normally only available after 4.00 p.m. on the day of arrival and must be vacated by 10.00 a.m. on the day of departure.
2. Please note that in order to achieve the highest standards on arrival the above times are necessary.
3. Please inform the Owner/caretaker of your estimated time of arrival to facilitate the key hand-over.

## **Security**

1. For insurance purposes all exterior doors must be locked at all times when away from the house, in the pool, etc.
2. Doors, windows, shutters to be closed and locked when leaving the house unattended.
3. Burglar alarms should be used as instructed.
4. Neither Sublime Holidays nor the property Owners will accept responsibility for any loss, damage or consequential losses due to theft or any other security related incident howsoever caused.

## **Bed, Cots and Linen**

1. Almost all our properties provide bed linen. However cot linen is not normally provided. Any exceptions are clearly shown.
2. Certain European beds can be shorter than 6'3" and slightly narrower.
3. European cots do not necessarily comply with British Safety Standards, having lower and wider bars. It is recommended that if concerned, travel cots should be taken and also, if necessary, waterproof sheets.

## **Christmas and New Year**

1. Many of our properties are available throughout the winter. At Christmas most Owners provide a complimentary Christmas tree and decorations. This is not obligatory.

## **Complaints**

1. Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint we are anxious that remedial action is taken as soon as possible.
2. It is essential that you contact the Owner or his representative immediately if any problem arises so that it can be speedily resolved. Discussion with the Owner or his representative whilst you are in residence usually enables shortcomings to be rectified straight away.
3. If you cannot make contact with the Owner or his representative or if the complaint is more complicated please telephone Sublime Holidays.com.
4. If after this you feel that the complaint still remains unresolved then notify Sublime Holidays.com in writing, within 7 days of returning from your holiday.
5. Please help us to help you by following this procedure, which is designed to effect the speediest possible investigation and rectification of complaints.
6. We cannot subsequently consider any complaints or enter into any correspondence about them unless this procedure has been followed.

## **General**

1. Sublime Holidays.com is a well-established property-letting agency and takes great care in the selection of properties but has no direct control over the regular care and maintenance of the cottage or of the contents, within or outside the property.
2. Every reasonable effort has been made to ensure that the descriptions/photographs are accurate and all statements by the Agent are made in the honest belief that they are accurate at the time of going to press.



However, all distances are approximate and facilities may be altered or withdrawn for reasons outside the Agents control for which we cannot accept responsibility.

3. Occasionally improvements and alterations may be advised to us after the property has been placed on our web site. We will notify you of any major amendments or other details contained on the web site at the time of your booking or at the earliest possible opportunity thereafter.

## **2004 Prices**

1. The prices quoted are per week, or as stated on the web site, and in most cases include gas, electricity, water, linen and household laundry.
2. Please note that some properties incur additional costs for items such as house/and or pool heating, telephone, fax, minitel, personal laundry, food, drink, and sometimes swimming towels, which are not included in the price.
3. All information on our web site and herewith is given in good faith but the Agent makes no warranties as to such information (or any part of it) as has been provided by the owner/third parties and which, despite original verification of such information by the Agent, has become incorrect or incomplete.
4. Sublime Holidays.com, its employees and agents shall not be under any liability to the Hirers or third parties for any loss or damage arising from breach of contract, negligence, misrepresentation or otherwise

## **Provisional Reservations, Summer, Winter or Christmas**

1. Past Clients automatically reserve many of our properties each year.
2. To help clients reserve the property of their choice, we are very happy to accept provisional reservations for the following year subject to confirmation within the terms and conditions of booking. Guests are under no obligation and we make no charge for this service.
3. Guests will have one calendar month from the time of provisional booking to complete and return a booking form together with the standard deposit as per Sublime Holidays.com terms and conditions of business.

## **Verification**

1. The properties shown on our web site are all private residences, not available to the public, and should be accepted as such.
2. All our properties have been inspected, or are awaiting inspection, by qualified personnel and have complied with and are indeed far above their required standards.
3. Many are luxuriously appointed and offer a degree of comfort unsurpassed in self-catering holidays.

## **Our Commitment to Quality**

1. As an established business, we use our considerable knowledge of our property portfolio to help our clients choose the right property for their needs
2. Every care is taken in the selection of each property, its location and all other factors involved, ensuring that it meets Sublime Holidays.com exacting standards
3. We accept a fraction of the properties we are invited to inspect. We do this to ensure that our levels of quality, exclusivity, and values are maintained at all times, giving our clients greater confidence when booking.
4. Our properties are chosen with care and restricted in numbers to enable us to know each property in detail, allowing us to provide clients with the most detailed information possible.

## **Holiday Cancellation and Emergency Expenses Insurance**

1. It is the sole responsibility of the Client to arrange adequate cancellation insurance. Balance payments are still required on cancellation.