

Booking Confirmation –

We are pleased to confirm the booking of your holiday accommodation for the dates detailed below. Please check these details carefully to make sure they are correct. We hope you enjoy your stay and that you will book with us again in the near future. Have a fantastic holiday!

Kind regards

Lorraine and Jo

blueskiesfr@gmail.com

www.affinitypropertymanagement.net

Accommodation booked:	
Clients Name:	
Address:	
Contact telephone numbers:	
Email address:	
Arrival date: after 4 pm	
Departing Date: 10 am or before	
PARTY NUMBERS:	
Number of adults:	
Number of Children:	
BANK INFORMATION:	
Name:	Mrs Lorraine Knowles and Mrs Joanna Diamond
Bank Name:	Barclays Bank IBAN: GB20BARC20026290593079
Account No:	90593079
Sort Code:	20-02-62
ACCOMMODATION COSTS:	
Total cost:	
Deposit 25%:	
Security deposit due:	£400 (this will be refunded within 7 working days of your departure date according to our Terms and Conditions)
FINAL AMOUNT: (which includes £400 refundable Security Deposit)	
Due on:	

1. PAYING FOR YOUR BOOKING

You are required to send to us your payment for the balance of the Rental and the Security Deposit at least six weeks prior to the Arrival Date as set out in our written confirmation. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

We will hold the Security Deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings. We will return the Security Deposit to you within 7 working days of the return of the keys to us, less any deductions in accordance with the conditions listed above.

2. IF YOU CANCEL OR AMEND YOUR BOOKING

If you need to cancel or amend your booking you will be required to confirm your cancellation in writing or by email to the addresses shown on our written confirmation. A cancellation will not take effect until we receive written confirmation from you.

If you cancel your booking more than six weeks prior to the Arrival Date, we will retain the Initial Deposit and refund the balance of any other money you have paid to us.

If you cancel your booking less than six weeks prior to the Arrival Date, we will retain the Initial Deposit and we reserve the right to retain the Rental. In these circumstances we will refund the Rental (less any additional costs incurred) to you if we are able to secure an alternative booking for the Property.

3. IF WE CANCEL OR AMEND YOUR BOOKING

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings.

If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

4. YOUR OBLIGATIONS

You agree to comply with the Regulations property manual and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses, clean and in good condition.

You agree not to cause any damage to the walls, doors or windows of the

Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs.

5. **COMPLAINTS**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

Additional Information

If directions to the property are needed these will be given when full payment has been received.

Your holiday accommodation will be ready for you after 4pm on your arrival date and we require you to leave on or before 10:00am on your departure date. If you do arrive earlier please be aware that we only have a 6hr window to prepare the property after guests have left and before your arrival however, if the property has been prepared beforehand we are more than happy for

you to access the house.