To make a reservation, please fill in this form and return it to us with your deposit **(£250/$350)** unless you have completed the **online** form in which case please keep this **for your records**

The villa is charged **per week/night** and **not** by the number of persons.

Return to: **18 Warbler Close, Ingleby Barwick, Stockton on Tees, Cleveland,**

**TS17 0TQ, United Kingdom**

**Group leader** to whom all booking and correspondence will be sent:

**Name:-**

**Address:-**

**Tel No:-**

**E-mail address:-**

**Names of other guests in party: include age if under 16**

**1) 2) 3)**

**4) 5) 6)**

**7)**

**Arrival on: 4:00pm > Date: ………**

**Depart on: 10:00am < Date: ………**

**Number of Nights: ……….**

**Rental Period**

Check in time is after 4:00pm on first day and check out time is before 10:00am on last day. Any changes to these times can only be made with the permission of the owner and the Management Service.

We will do our best to accommodate any requests though it may not be possible due to incoming guests and the cleaning services.

**Do you require the pool heater\*(YES/NO)**\* Gas pool heater is extra, see rates

**Payment Details**

Base price of your stay =…………………

Pool/Spa heater add here =…………………

Refundable Bond =…………………

*Sub Total* =…........................

(Pay Pal /Credit/Debit card please x your total by 4%) =…………………

**Grand Total =…………………**

Amount enclosed (Bond / Deposit/ Full Amount) =...……………….

**BALANCE TO PAY (**at least8 weeks before you travel) **=…………………**

**Reservation Deposit**

Your deposit reserves the period of time you requested, we cannot hold bookings until we have received your deposit. Your deposit is **non-refundable** should you later cancel this reservation or not pay the balance 8 weeks before you are due to travel

**Property Refundable Bond**

We also require a £250 ($350) refundable security bond in case of breakage, loss or damage to the villa during your stay.

This will be refunded about 30 days after the end of your stay subject to the conditions below being met.

***The Guest party to undertake the following*:**

To take good care of the property and leave it in a clean and tidy condition at the end of occupancy

To ensure that all **Keys** are returned

To report any damage or loss immediately to our Management Company, details are in the property.

To make good minor breakages

To permit the Owners agent or servants reasonable access to the property to carry out any maintenance deemed necessary.

Any stains to the Carpets, Bedding or Furniture must be cleaned and removed; any problems contact our management company who can organise this for you at your expense, failure to do so could result in deduction from the Bond.

We reserve the right to pursue the Guest for any damage or loss in excess of this sum.

There is a charge of £90 for the cleaning/reset of the property after you have left; this charge is automatically deducted from your bond.

The Bond is due with your final balance.

**Cleaning**

Please leave the property in the same clean & tidy state as when you arrived

***Prior to your departure the following needs to be carried out***:

• All used beds to be stripped and all used bed linen & towels to be put in the washing machine and turned on

• All used pots, pans and dishes placed in the dishwasher and machine turned on

• Please switch **OFF** the **ICEMAKER** and **EMPTY** the **ICE BUCKET**

**The Villa Occupancy**

1. The balance **must** be paid at least 8 weeks prior to your arrival.
2. Any unauthorised occupancy by people not listed will be subject to loss of bond and immediate termination of the rental agreement.
3. Contravention to this rule will render your booking void, all monies forfeited and you will be asked to leave the property without compensation.
4. County rules for safety and insurance purposes are strictly enforced.
5. Under no circumstances will animals be allowed
6. Inside the Villa and pool area is a NO Smoking Zone

**Cancellation**

Cancellation of your holiday should be advised to the Owner immediately by telephone/email and will become effective from the date that it is received.

Cancellation made is subject to the following conditions as detailed:

**Notice given prior to travel: -**

Cancellation of a booking 8 weeks or more: deposit only

Cancellation of a booking between 6 – 8 weeks: 30% of Total

Cancellation of a booking between 4 – 6 weeks: 50% of Total

Cancellation of a booking between 0 – 4 weeks: 100% of Total

Cancellations for reasons beyond your control will be covered by your travel insurance.

Any recovery of your losses should be taken up with your travel insurance company

**Travel Insurance**

Travel Insurance is vital for you and your party, especially in America.

Please ensure you have cover in place and that it is sufficient to cover your needs.

In the event of the owner being obliged to cancel your booking for reasons outside our control, we will only be liable to refund monies already paid by the guest.

Facilities and other features of our web page may not always be available.

We will endeavour to communicate any shortfall to the Guest as soon as we are aware of the event.

**Limitation of Liability**

The Owner does not accept any liability or responsibility for lost property, injuries or theft arising from your occupancy in the villa.

The Guest is responsible for taking out adequate insurance to cover all risks.

This waiver also applies to any person visiting the property as guests of the Guest. The Owner does not accept any liability for injury, damage or loss caused, or for any claim made by a third party as a result of actions by the Guest(s) and other persons occupying the property during the period of your occupancy.

**Swimming Pool and Spa**

**CHILDREN SHOULD BE KEPT UNDER ADULT SUPERVISION AT ALL**

 **TIMES**

The use of the pool and spa is at your own risk, we are not responsible for accidents or injuries

No Diving Running, Pushing, Jumping or other dangerous Horseplay is allowed.

No tableware, food or drink in the pool area, except in the covered (Lanai) area.

Pregnant women, people with health problems and people on medication should not use the spa without first consulting a doctor

Small children or people using alcohol should also refrain from using the spa; maximum use should be no longer than 15 minutes.

The Pool will be cleaned once a week, there is a net provided to remove debris/bugs from the pool and you may need to increase this usage during rainy periods.

If you have decided to take pool heating please understand that it is only designed to take the chill factor off the pool and will depend on the ambient air temperature, given the large surface area.

The recommended temperature for the pool is 65-70 degrees; however the actual temperature again depends on the outside air temperature.

Please bear in mind a swimming pool is a difficult and complex thing to keep balanced and heated.

**Property**

The property will be cleaned prior to your arrival, if you require extra cleaning during your stay, then this can be arranged for an extra charge.

The Guest party is to undertake that on departing the property, they will leave it in a clean and orderly state.

It is our holiday home and we hope you will appreciate the effort we have made to enhance your vacation experience.

If you have any problems please let our Management agent help you; he/she is there on our behalf to make sure that you enjoy our home and all its amenities.

The Owners do not accept any responsibility or liability for any equipment failure and/ or services in the home, regardless of how it may have occurred, however in the event of a problem, the guest should inform our local management agent who will endeavour to do everything possible to rectify the problem.

The Owners do not accept any responsibility for guest’s belongings while they are on the premises; we also do not accept responsibility for items which may have been left behind upon departure.

***The Owners, our servants and agents will not be liable for any loss or delay due to the following:***

Strikes, industrial disputes, fire, flood, technical or weather problems, transport, aircraft, airport closure, political unrest, war, the threat of war, terrorist activity, or any other event beyond the Owners’ control.

**The Group Leader**

Must be 21 years old or above and certifies that he or she is authorised to agree the booking terms and conditions on behalf of all persons whose names appear on the booking form, including any subsequent amendments.

He or she must sign this agreement on behalf of themselves and their guests and abide by all the terms and conditions of this booking form.

**………………………………… …………..**

**Group Leader Signature: Date:**

**YOU ARE AGAIN REMINDED OF THE ADVISABILITY**

**OF TAKING OUT ADEQUATE TRAVEL INSURANCE**

**FOR ALL MEMBERS OF YOUR PARTY**