



# Holiday Flats

Riverside Court  
 South Embankment  
 Dartmouth, Devon TQ6 9BH

Telephone (01803) 832093  
 Fax (01803) 835135

## Flat Booking Form

Accommodation required		
Dates – From:	To:	Number of weeks:
Alternate Dates – From:	To:	Number of weeks:
Garage required (Dartside Court only) Yes/No:		Office use no.:
Linen required – No. of doubles:		No. of singles:
Cot required Yes/No:		Dog charge Yes/No:
Deposit of £ <span style="float: right;">being 1/3 the total rent plus cancellation premium</span>		
Mr/Mrs/Ms	Name of each person	Address of each person
Telephone number – Daytime:		Evening:
Car details – Make:		Colour: Registration:

Possession of the flat is from 2:00pm on the day of arrival to 10:00am on the day of departure. On day of arrival keys can be collected from the Dartside Holidays Office at the Dartmouth Boating Centre, South Embankment, by 5:30PM, unless alternative arrangements have been made.

I am over 21 years of age and agree to adhere to the booking conditions (see page 2 of this form). Any breach of all or any of these conditions makes the booking liable to immediate cancellation without refund by the proprietors.

Signed .....

To help us with our future advertising, please would you state how you heard about our holiday flats.

For office use

Flat rent	Hire/dog charge	Total rent	Cancellation insurance	Deposit paid	Balance due

# CONDITIONS OF HIRE

Reservations of accommodation are accepted by Dartside Holidays, hereinafter referred to as D.H. on the following conditions:-

## 1. CONTRACT OF HIRE

The hiring contract shall be between the Hirer, who must be over 21 years of age, and Mr. and Mrs. J.C. Holland, and shall be deemed to be made subject to these Conditions of Hire.

The Contract of Hire is not effective until D.H. despatch to the Hirer written confirmation of a booking.

## 2. INITIAL PAYMENT

Bookings will not be confirmed unless a deposit of one-third of the accommodation rental and Cancellation Insurance Premium are received in full. However, if the booking is made within the 42 days of the holiday commencement date, the full accommodation rental and Cancellation Insurance Premium will be required.

## 3. BALANCE PAYMENT

The Balance of Hire will be due for payment 42 days before the holiday commencement date, D.H. reserve the right to cancel a holiday where full payment has not been received less than 14 days before the holiday commencement date.

## 4. VALUE ADDED TAX

Where applicable, this is included in the rentals quoted.

## 5. CONFIRMATION OF BOOKING

Once a confirmation of Booking has been issued by D.H. the Hirer is responsible for the total advertised price of the property and extras as shown on the Confirmation of Booking.

## 6. BOOKING CANCELLATION

The Booking Cancellation Protection Insurance Premium is obligatory and must be added to the deposit when making a booking and is not refundable under any circumstances. The premium payment entitles the Hirer to all protection afforded under the Protection Insurance Scheme summarised under the section "Dartside Holiday Protection Plan" If the reason for cancellation is outside the protection plan provided by the Insurance Scheme, then the deposit paid on the booking will automatically forfeit. So long as written notice of cancellation is received by D.H. not less than eight weeks before the holiday commencement date. Hirer's will not be held liable to pay the full Balance of hire unless D.H. have been unsuccessful in re-letting the holiday.

## 7. NOTIFICATION OF CANCELLATION

In all instances, cancellations must be immediately notified to D.H. in writing by First Class Post.

## 8. AMENITIES

The use of accommodation and amenities, where offered, is entirely at the user's risk, and no responsibility can be accepted for injury; and loss or damage to user's or visitors' belongings. Furnishing or cutlery, etc. must not be taken from the flats for picnics or any other purposes. Balconies must not be used for the drying of clothes of any description.

## 9. DAMAGE

All Damages and breakages are the legal responsibility of the Hirer, and their cost shall be refundable on demand. However, minor damages or breakages will not be charged. Dogs must not be left on their own in the flats at any time. Any damage caused by a dog must be paid for by the owner of the dog.

## 10. PERSONAL BELONGINGS

Baggage and personal belongings are at the Hirer's own risk at all times.

## 11. MOTOR CAR

No responsibility can be accepted for loss or damage to any car or its contents.

## 12. PARTY SIZE

In no circumstances may more than the maximum number of persons, as stated in the Brochure, occupy a property, except by prior written agreement with D.H. The Owners reserve the right to refuse admittance if this condition is not observed. In addition, as our properties are principally designed for family holidays, we reserve the right to refuse bookings from parties which may be unsuitable for the property concerned, either by reason of numbers or composition. A child of any age counts as one person.

## 13. HIRER'S RESPONSIBILITIES

The Hirer is responsible for the property and is expected to take all reasonable care of it. All equipment, utensils, etc., must be left clean and tidy at the end of the hire period.

## 14. COMPLAINTS PROCEDURE

If the hirer is not entirely satisfied with the accommodation offered he should contact the owner or the owner's representative immediately and attempt to resolve the problem. If after that he still feels that the problem has not been resolved to his satisfaction, then he must, within seven days of returning from holiday, put his complaint in writing to Head Office, marked for the attention of Customers Relations Department. We regret that unless this procedure is strictly observed we cannot entertain any claim arising out of complaints.

## 15. BROCHURE

Whilst every effort has been made to ensure that the representations contained on the website, in the brochure and in all advertising matter are made in good faith, neither they nor any oral representations made by employees or representatives of D.H. will create liability on the part of D.H.

## 16. CONDUCT

If in the opinion of the owners, any tenant behaves in a manner prejudicial to the good name of the flats, or causes annoyance to other tenants, the owners will repossess the accommodation and the let will cease immediately. The playing of radios, record players, televisions or any musical instruments between the hours of midnight and seven a.m. is strictly forbidden.

## FURTHER INFORMATION

### Central Heating

Central heating in the form of night storage heaters is provided free of charge and is normally available from 1 October until 31 March, unless special arrangements are made with the owners.

### Pets

We welcome well-behaved pets. There is an extra charge of £20 per week per pet. If you wish to bring two or more pets, we would ask you please note this it is at the entire discretion of the owners.

### Car Parking

We are able to offer parking of one car per apartment only. At Dartside Court we have four lock-up garages which will be allocated on a first come first served basis at an extra charge of £20 per week.

### Bed Linen

Sheets and pillowcases are provide free of charge. Blankets are provided in every case and extra blankets are available on request. Visitors staying more than one week will be provided with fresh linen each week. Please note you should bring linen for cots in all cases.

### Provisional bookings

We are able to take telephone reservations, which we will hold for three working days pending your written confirmation and deposit.

### Cleaning

All our flats are thoroughly cleaned between holidays. However, because only a limited period is available we ask that you leave the property and its contents clean and tidy. You should also report any breakages or deficiencies to our office.

### Arrival and Departure

Your flat will be ready for you to take over after 2 p.m. at the start of your holiday. Your keys will be available for collection from the Dartside Holidays office, located in the Dartmouth Boating Centre, South Embank-

ment. Please ring if you anticipate arriving after 5.30 pm when other arrangement can be made. Please do not arrive early as time is needed to thoroughly clean the apartments between lets. For the same reasons please leave your apartment by 10 a.m. on departure day. Departure day is usually Saturdays except where stated otherwise.

### Alterations to Booking

We can occasionally (at the discretion of the owners) accept a change of holiday week providing you advise us not less than 42 days prior to your holiday. We have to make a charge of £25 to cover administration costs. No change of holiday week is operative until we have received this alteration fee along with written confirmation of your request.

### Extra Persons

Most properties have a cot for which there is no extra charge (cots only suitable for children of two years old and under). Some flats also have sofa beds and in these cases the number of extra persons that can be accommodated is clearly shown in the flat's description. There is an additional charge for extra persons. Under no circumstances may any more than the maximum number of persons indicated occupy a property. (See conditions).

### Mini Breaks

These are holidays of three to six nights, but are not available for summer holidays or for the Christmas and New Year weeks.

### Value Added Tax

The tariff overleaf includes VAT at 17.5 %. However, should there be an increase in VAT visitors will be billed accordingly.

### Start Day

Start Days are usually Saturdays. Mini breaks can of course start any day of the week to suit.