

THE DELL HOUSE

Conditions Agreed On Booking Self-Catering Holiday Homes

*All the Conditions with **Blue Headings** in the following document also apply to people, pets and vehicles visiting our Self-Catering Guests in their Holiday Homes. We ask that our Guests ensure their visitors are aware of these Conditions - Thank you!*

Occupancy	<ul style="list-style-type: none"> Your Holiday Home may only be occupied by the persons named on the Booking Form or whose names have been provided in advance to The Dell House. Names MUST be provided for everyone who stays overnight in your Holiday Home. Any changes or additions to those named persons must be agreed with The Dell House <i>well in advance of arrival</i> or occupancy may be refused.
Arrival	4:30 pm to 6:30 pm (earlier or later arrivals only by prior arrangement) <ul style="list-style-type: none"> Please note your Holiday Home will not be ready earlier than the time you have arranged with us. If you are delayed on your journey, please contact us as soon as you possibly can.
Departure	By 10:30am please (unless otherwise agreed)
Linen	Bed linen (except for cots), tea towels and table linen are included in the price. <ul style="list-style-type: none"> Please bring your own personal towels. (Towels will be arranged for International Guests)
Gas, Electricity & Telephone	<ul style="list-style-type: none"> All Holiday Homes have gas central heating, a Combi gas boiler, gas hob and electric oven. The cost of Gas & Electricity is included in the price agreed. A BT telephone line can be available by prior arrangement. Guests will be charged, normally at the end of their stay, for the cost of the period of line rental and any calls made.
Cleaning & Rubbish Disposal	You are responsible for keeping your Holiday Home clean during your stay and for leaving it clean & tidy on your departure. <ul style="list-style-type: none"> Particularly ensure the kitchen is clean and all foodstuffs are removed If you have dog, ensure all animal hair etc is cleaned up prior to departure. Rubbish & Recycling must be appropriately placed in the bins provided at the rear of The Dell House (more details are to be found in the Guest Information File in your Holiday Home).
Pets <i>(by prior arrangement and only in The Coach House or The Butler's Apartment)</i>	Dogs must not be left unattended in your Holiday Home at any time <ul style="list-style-type: none"> Dogs are not permitted on the furniture or the beds of your Holiday Home, at any time. You are welcome to walk dogs on the lead in the main garden areas, but ensure you use a 'poop scoop', wrap well & dispose of in one of the lined black bins. Dogs are not allowed in the rear courtyard near the rotary line, open barn, rubbish bins and the back door of The Dell House as this is the home area of The Dell House's Cats.
Smoking	Smoking is not allowed inside any of the properties at The Dell House. <ul style="list-style-type: none"> Guests may smoke in the grounds but well away from all windows and doorways. Cigarette remains must be extinguished and safely disposed of in the receptacles provided.
Smoke Alarms	All three Holiday Homes have smoke alarms. Under no circumstances must the batteries ever be removed from these alarms.
Safety in the Grounds	The Dell House grounds are semi-wild with a spring of fresh water 'dipping tank'. Adults must take reasonable care for themselves whilst in the grounds and supervise their children at all times.
Noise, Ball Games & Sharing the Grounds with other Guests	Out of respect for other guests <ul style="list-style-type: none"> Ensure at all times that no noise is audible from outside your Holiday Home If you are outside after 11pm ensure you are absolutely quiet - this includes noise from car audio systems. Please dress appropriately for this restful communal environment whilst you are outside your Holiday Home. Ball games may be played on the former tennis court area only.
Parking & Bicycles	There is one parking space on-site per Self-Catering Holiday Home. Please advise us in advance if you want to bring more than one vehicle, or a large vehicle, as parking for these will be subject to availability. Bicycles may be locked in our garage overnight.
Breakages	You are responsible for breakages and damage during your stay. Always let us know if anything at all becomes damaged or broken. We understand that accidents happen but we need to know when breakages occur for maintenance and to agree appropriate restitution with you where necessary.
Beds (additional)	Please note that any additional beds provided are smaller than standard bed sizes in width or length.

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Self-Catering Holiday Homes

Payments, Cancellations & Reserved Rights Policy

Payments	<p>We accept payment by</p> <ul style="list-style-type: none"> Cheque; Cash; PayPal A Credit Card facility will be available from March 2008
Cheques	<p>Payable to</p> <ul style="list-style-type: none"> IR & HM Burrage
PayPal	<p>Payments to</p> <ul style="list-style-type: none"> hburrage@aol.com
Booking Deposit	<p>Payable at time of Booking</p> <ul style="list-style-type: none"> 25% of the total cost of the holiday/ longer-term stay or other percentage as agreed with The Dell House.
Balance (Final Payment for the Holiday)	<p>Payable</p> <ul style="list-style-type: none"> 6 weeks before start of holiday On booking, <i>if booking less than 6 weeks before arrival.</i> <p>Please Note</p> <ul style="list-style-type: none"> <i>If the final payment is not made by the required date then we reserve the right to re-let the accommodation.</i> <i>If the accommodation cannot be re-let, then you are still liable to make the full payment as agreed on booking.</i>
Balance (Longer Stay Guests only)	<ul style="list-style-type: none"> For convenience, Longer Stay Guests may be allowed to make their payments in advance on an ongoing basis over the period of their booking. <i>This payment interval is by mutual agreement - usually weekly.</i>
Guest Cancellation	<p>Please Note</p> <ol style="list-style-type: none"> Booking Deposits are Non-Returnable on Guest Cancellation We regret that no refunds can be made on Guest Cancellation after the final payment has been made. <u>Longer Stay Guest Cancellation.</u> If guests wish to leave before the date agreed at the time of booking, then Full Payment for the Booked Period is Still Due and there will be no refund of any advance payments or deposits. Payment for cancellations will be taken through your PayPal account, credit card (once available) or by a direct arrangement with yourself. <i>However,</i>- if we are subsequently able to re-let the accommodation for any portion of the period, then that portion of the cancellation payment received would be refunded to you, less any transaction charges. We strongly advise that Guests obtain holiday or other insurance that covers family emergencies or similar events that might force a late cancellation of their trip to, or an early departure from, accommodation at The Dell House.
The Dell House Cancellations, Terminations or Refusals	<ul style="list-style-type: none"> Should circumstances beyond our control necessitate our cancellation of your booking at The Dell House then monies already paid will be returned to you. In the event that The Dell House has to terminate or refuse occupancy to Guests for breach of the 'Conditions Agreed On Booking' then monies already paid will not be refunded and Guests remain liable for any outstanding balances.
Rights Reserved to The Dell House (Ian & Helen Burrage)	<p>We reserve the right to:</p> <ul style="list-style-type: none"> Enter any property at The Dell House as and when we consider it to be necessary. Refuse or cancel any booking we consider to be inappropriate for The Dell House's restful communal environment. Terminate or refuse occupancy where Guests are in breach of the 'Conditions Agreed on Booking'

I agree to the terms of The Dell House Self-Catering Holiday Homes' "Conditions Agreed on Booking" and "Payments, Cancellation & Reserved Rights Policy" on behalf of myself and all members of my party.

Sign Here (& print your name)

Date: