

## **THE OLD RECTORY NORTH TERMS, CONDITIONS, CONTRACT & BOOKING FORM**

Version 4.0 Feb 2010

**Note:** Terms & conditions can always seem formal and rather off-putting. It is not the intention to deter or discourage our guest(s) with formal wording. It is our hope that all who stay will have the freedom to enjoy this wonderful location to its full potential. For the vast majority these conditions are common sense and should not seem unusual or of concern. We strongly advise you to take out travel insurance, which in the unlikely event of cancellation, accidental damage or other unforeseen circumstances will protect both parties' interests.

**Booking form:** Please read carefully. All bookings must be in writing and accompanied with the relevant payment. Please print this form, and/or post, fax or e-mail it to the details given below.

### **Terminology:**

- A. The contracting person returning the booking form represents the whole group referred to as **the guest(s)**.
- B. The Old Rectory North is the advertised and contracted self-catering holiday accommodation herein referred to as **the property**.
- C. The contract is between the guest(s) and Mrs Rosemary A. Read, herein referred to as **the owner**.

**CONTACT:** Mrs Rosemary Read, Email: [oldrectoryretreats@gmail.com](mailto:oldrectoryretreats@gmail.com) Mobile: + 44 (0)7836 681678  
Postal address: The Old Rectory, Church Road, Strensham, Worcester, WR8 9LW, England, UK

### **TERMS & CONDITIONS:**

1. The contracting person representing the group/guests must be 21 years of age or over.
2. The owner will not be liable for any act, neglect or default on the part of any person nor any accident, damage, loss, injury, expense or inconvenience whether to person or property which the guest(s) or any other person may suffer or incur arising out of or in any way connected with the letting or resulting from any other cause whatsoever. The owner will not be liable, for any changes, cancellations, and effect on your holiday, or for any failure to perform, or properly perform, any obligations to the guest(s) which is due to any event(s) or circumstance(s) beyond the owner's reasonable control (force majeure).
3. If the booking is made within six weeks of the letting start date then the whole of the rental payment is to be forwarded with your completed booking form, together with the security deposit of £350
4. If the booking is made prior to six weeks of the letting a rental deposit of 30% of the rental sum is to be forwarded with your completed booking form. The remaining balance of the rental sum and the security deposit of £350 are due six weeks prior to the letting start date.
5. Payment by most major credit cards is accepted via PayPal. It is understood that the owners will pass on any handling charges incurred in any transaction to a maximum of 3.5% of the payment value. Any transaction charges levied by PayPal will be deducted from the security deposit at the end of the guest(s) stay.
6. A booking will not be considered valid until all necessary payments have been cleared through the owners account.

7. **If a cancellation is requested more than six weeks in advance of the letting start date then the balance of any monies paid, less the rental deposit, will be returned to the guest(s). If the property is subsequently re-let for the same period then the deposit will also be refunded less a £50 administration charge, otherwise the deposit will be forfeit. If the cancellation is requested within six weeks of the letting start date then the same conditions apply except that the owner also reserves the right to retain part, or all of the balance, of the rental paid should it not be possible to re-let the property for the same period, at the equivalent weekly rental rate.**
8. **The security deposit of £350 will be returned to the guest(s) within 10 days after the contracted date of departure, less any deductions in accordance with the terms and conditions listed.**
9. **Any need by the guest(s) to cancel the booking should be communicated in the first instance by telephone to the owner as soon as possible, followed by a supporting email. Should the owner not receive such communication, and the guest(s) not receive an acknowledgement of cancellation via email back from the owner, then the owner will not accept any prior cancellation request as valid. Solely sending an email is not proof of receipt.**
10. **In the unlikely event, through unforeseen circumstances, that the owners need to cancel the guest(s) booking, then a full refund of all monies paid will be returned to the guest(s). The owner will also make all reasonable endeavours to re-accommodate the guest(s) at an alternative date at a reduced cost, or to assist in seeking alternative accommodation for the same period. In such, and all other circumstances, no liability will be accepted for costs beyond that already paid to the owner by the guest(s).**
11. **Any refunds due, for whatever reason, will be made without interest and can only be made once any prior respective payment(s), made by the guest(s), have proven to be cleared through the owners appropriate account. Refunds will be made by the same method of payment as was received from the guest(s) where practicable.**
12. **The number of people occupying the property may not exceed the number on the booking form, maximum of 6 persons, plus a baby (except through prior written agreement).**
13. **The contracting guest(s) may not sublet, advertise for let, the property or any part thereof. Neither may the guest(s) assign possession of the property, nor any part thereof to any other person(s) other than those contracted within the booking form for the agreed period of time.**
14. **The guest(s) agrees to keep the property and other contents in or on the property in a like state of repair and condition, as at the commencement of the letting, and will make good any damage, breakage or loss, whether accidental or otherwise, that may occur during the period of letting. This includes, but not limited to, any damage to furniture, fixtures, fittings, carpets, curtains, the garden and interior and exterior decor. Remedial work will be charged in full to the guest(s) less any deposit already paid.**
15. **Unless otherwise stated, the rental of the property includes all services: rates, water, electricity, heating oil, and buildings insurance of the property. The property is fully equipped with a detailed inventory available. Fresh bed linen is provided weekly but guests are required to bring their own towels unless ordered separately.**

16. **Missing or lost keys to the property will incur a deposit deduction of £75.00**
17. **Except by prior written arrangement holiday letting times are from 3.30pm on the date of arrival, to 10.30am on the date of departure. This can be flexible if there are no other guests departing or arriving, and is at the owner's discretion.**
18. **The guest(s) agree not to smoke, nor to allow smoking, inside or near the property at any time. This is an old timbered building; SMOKING IS A MAJOR HAZZARD and danger to others. If this is not strictly adhered to it will lead to a potential eviction from the property and loss of all monies. Smoking is only permitted in the garden, while well away from the house.**
19. **The guest(s) should note that the property is set in a rural location amongst farm land. As such there are some unfenced natural hazards in the vicinity; rivers, ponds and garden steps as well as farm animals, which pose a potential danger to children. The owners have safely raised three children at this location without incident, but nonetheless implore guest(s) to instruct children of the hazards and to particularly ensure that young children are kept under, constant, adult supervision.**
20. **The guest(s) are asked to respect the tranquillity of the location and the impact any excessive noise and loud music would have on immediate neighbours and countryside users. The property is let for quiet enjoyment and as such no music/radios/TVs must be played outside without prior agreement from the owners.**
21. **Single sex groups are not permitted (except through prior written agreement) or any group renting with the intent of late night partying such as stag or hen groups.**
22. **Guests are asked to leave the property clean and tidy and to ensure that they clear the fridges and place all rubbish in the external bins provided. We rely upon the goodwill of our guests whose co-operation we greatly appreciate. Should the property be left in a poor condition, requiring intensive cleaning, then this will be charged at £25 per hour and deducted from the security deposit.**
23. **No vans, campers, caravans or commercial vehicles are permitted at the property, except by prior written agreement.**
24. **Pets or animals are not permitted in the property or anywhere on the premises.**
25. **Guests are expected to be energy conscious and sensible with the use of electricity and heating oil. Unreasonable abuse will lead to surcharges recoverable from the security deposit.**
26. **We aim to ensure that the information provided by us is accurately conveyed on our web site or other promotional literature. However, the information and prices advertised might have changed by the time you come to book.**
27. **The guest(s) acceptance of the property from the owner will be deemed an acceptance of these terms and conditions on behalf of his/her group.**

**GUEST(S) CONTACT DETAILS:**

**PLEASE NOTE:** All bookings are subject to the 27 terms and conditions published and must be accompanied by the appropriate deposit unless the booking is made within six weeks of the commencement of the let whereby the total rental should be remitted, together with the security deposit.

**NAME..... (Mr/Mrs/Miss)**

**ADDRESS.....**

.....

.....

**TELEPHONE:**

**Office.....Home.....**

**Mobile .....Email.....**

**Mobile while at the property (if different from above).....**

**Total number of persons in party.....Max 6**

**Number of: Adults.....**

**Number of children & ages .....**

**Names of persons in party.....**

.....

.....

**Arrival & Departure day & dates..... to .....**

**Total number of nights.....**

**Estimated arrival time (Normally after 3.30pm) .....**

**How are you getting here ((train/flight info) .....**

**Do you need any assistance with transport? ..... (If yes please email separately)**

**How many cars will be parked at the property? .....**

**Estimated departure time (Normally before 10.30am).....**

**Do you require hire of bath & hand towels @ £5 per person weekly? .....**

**In addition to the free welcome pack will you require any provisions? ..... Please email details. (We will make every effort to accommodate reasonable requests that will be made available on arrival, provided this has been agreed in writing and payment has been received in advance.)**

**PAYMENT DETAILS**



**Your preferred Method of payment: (please tick or X)**

**Bank Transfer?..... PayPal/Credit card?..... UK Bank Cheque?.....**

- If bank transfer we will send our account details by email.
- Do you have a PayPal account? ..... (we will contact you by email with our PayPal invoice)
- If you want to pay by credit or debit card and do not have a PayPal account we will send you an email invoice from our PayPal account and PayPal will provide details on how to pay securely. Please be aware of point 5 in terms and conditions regarding credit card charges.

**Please complete section 4a or 4b depending on your start date:**

**a)** I enclose a cheque, or commit to pay by the above methods, the sum of £..... (Payable to Mrs R.A READ) as a 30% deposit of the £..... total rent, together with any other extras indicated above (towels & flowers if required) I agree to forward payment of £..... as the remaining balance of rent, plus £350 as the security deposit, six weeks prior to the letting start date. (Payable to: Mrs R A READ).

**or b)** I enclose a cheque, or commit to pay by the above methods, the sum of £..... (Payable to Mrs R.A READ) as full payment of the £..... total rent, together with any other extras indicated above (towels & flowers if required) plus £350 as the security deposit.

**I have read and accept all the 27 Terms and Conditions attached; I am over 21 years of age and accept that my booking is for the holiday period stated above. I am willing to accept responsibility for any damage and will vacate the property at the conclusion of the period above as agreed.**

**Signed.....Date.....**

**NAME in BLOCK CAPITALS.....**

ADDITIONAL INFORMATION: Please send us your hand written form or alternatively you can download just pages 4 & 5 as a Word file for you to edit and email. If you need any further information on the property or facilities please do not hesitate to contact us.

Please sign and return to:  
**Mrs Rosemary A. Read  
The Old Rectory South,  
Church Road, Strensham,  
Worcester, ENGLAND  
WR8 9LW**

Email: [oldrectoryretreats@gmail.com](mailto:oldrectoryretreats@gmail.com)  
Fax: +44 (0) 1386 750064  
Mobile: +44 (0)7836 681678  
[www.oldrectoryretreats.com](http://www.oldrectoryretreats.com)

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