



Birdsong Cottage Terms and Conditions of Rental Agreement

Revision 2.01 – 23.06.2019

Booking procedure

All bookings made via any means will be confirmed in writing. Please ensure that all details provided are entirely correct.

A booking will be confirmed, and a contract come into effect when a deposit of £100 is received by us together with formal acceptance of these terms and conditions. At this point, the dates concerned will be marked as "booked" on our availability calendar.

The balance of the rental cost plus a £100 refundable damage deposit is payable in full, no less than 4 weeks before the first day of the rental period. Failure to make this payment will be considered as a cancellation and our cancellations policy will then apply.

In the event that a booking is requested less than 4 weeks before the first day of the rental period, payment of the rental charge plus a refundable damage deposit of £100 is payable immediately.

Cancellation by client

All cancellations must be confirmed in writing.

In the event that a confirmed booking is cancelled by the client, we will make all reasonable efforts to re-let the property for part or all of the booked period, using our discretion in setting rental charges to maximise the chances of re-letting. If we are able to re-let the property, any monies already paid for rental (deposit and final payment) will be refunded less any losses sustained by us in re-letting the property for a shorter period or for a lower rental.

If we are unable to re-let the property, any monies already paid for rental (deposit and final payment) will be forfeit.

The damage deposit of £100 will be refunded in full in either case.

At the time of confirming your booking, you are strongly advised to take out holiday insurance that would cover your losses in the event of you needing to cancel your booking.

Cancellation by owners

In the event that a confirmed booking is cancelled or curtailed by the owners due to unforeseen or unavoidable circumstances (including but not limited to fire, flood, failure of utility services etc.), all monies paid will be refunded in full, but the owners will not accept responsibility for any other losses sustained by you as a result of the cancellation.

For this reason, you are strongly advised to take out insurance that would cover your losses in the event of cancellation by the owners.

Number of occupants

The number of occupants of the property shall not exceed the number agreed on the booking form.

Check in / check out times

Unless otherwise agreed in writing, check in time is 4:00 pm on the first day of the rental period and check out time is 10:00 am on the last day of the rental period. Failure to adhere to these times may lead to additional charges and/or loss of damage deposit.

Rules and Information

Bungalow number 11 is privately owned and is known as Birdsong Cottage. The proprietors are David and Lynne Garwood, to whom all correspondence should be addressed.

Remittances should be made payable to Mr D Garwood.

The property is a fully no smoking bungalow and this includes the use of electronic cigarettes.

Under no circumstances may any contents be removed from the bungalow to anywhere within or outside the park. This includes bedding and towels (please provide your own beach / dog towels). No items are to be removed from the property and taken to another property on the site.

Pets may be allowed with prior arrangement. Please provide details of any pets on the booking form or email us prior to completion.

A charge of £20 per week is payable for any dog accompanying guests.

A donation will be made by us to Ryedale Dog Rescue as long as our property is left clean and tidy and with no extra cleaning costs being incurred.

Pets are not allowed in the bedrooms or bathroom under any circumstances. We would prefer pets not to go on the furniture but if this is unavoidable then please use the designated throws provided to cover the sofa/chair.

Under no circumstances must dogs be left on their own in the bungalow and must always be kept on a lead when in the grounds of the park.

Dogs must not be tied up outside or left on their own to bark or cause a nuisance or disturbance to other residents.

Dogs must never present a threat to any person or animal. Neither should they be able to cause potential damage to property or grounds. It is essential that you always tidy and pick up after your dog, disposing of waste in sealed bags and placed in the appropriate general waste refuse site bin.

Vehicles should be left in the designated parking areas only and should not be taken onto the grassed areas. All vehicles are parked at the vehicle owners own risk. No caravans, boats, trailers or tents are allowed anywhere within the park or grounds.

The proprietors are not responsible for any loss, damage or theft of personal belongings or any injury arising from the use of the holiday property or the holiday village.

Guests should always show due consideration for other visitors to the holiday village and the proprietors of the holiday village, not causing nuisance or annoyance.

Keys are held in the key safe by the front door (a code will be given prior to commencement of holiday) and keys must be returned to the key safe upon final departure. A £80 charge will be made for replacement of lost keys.

In the event of a fire the occupants should evacuate the property and alert those in adjoining properties to do the same. They should raise the alarm and contact the emergency services and owners as appropriate.

The electricity is metered and is payable by the guest by means of a £1 coin-slot meter located within the bungalow.

We kindly request that guests leave the bungalow clean and tidy upon departure, washing dishes and leaving items in place as found.

Guests should refer any problems immediately to David Garwood during their stay so that they can be dealt with promptly.
Contact Telephone Number: 07973 445 035



Birdsong Cottage

Sidmouth - Devon

11 Stoneleigh Holiday Village,
Weston, Nr Sidmouth
East Devon
EX10 0PJ

Cleaning and Linen

The property will be cleaned and supplied with fresh bed linen and bathroom towels for the agreed number of occupants prior to the beginning of the rental. No cleaning or linen change will be carried out during the rental period.

Damage deposit

A check will be made of the property on or very shortly after the last day of the rental period. If no breakage or loss of inventory is reported, the £100 damage deposit will be returned in full.

Fair wear and tear, normal maintenance issues and minor breakages of crockery will not normally be charged against the deposit but should, nevertheless, be reported to us so that repairs and replacements can be arranged.

Major damage to furniture or to the fabric of the building and/ or its decorations or the loss of listed items of inventory will be charged against the security deposit up to the maximum amount of £100. Loss of keys or failure correctly to replace them in key safe on departure will also be charged against the deposit.

Exceeding the agreed number of occupants or failure to vacate the property on time on the day of departure may also result in a deduction from the damage deposit.

Stoneleigh Holiday Park

Birdsong Cottage is privately owned and not associated with the reception building or other properties within the Stoneleigh Holiday Village grounds. Work on the reception area has been suspended indefinitely and guests are directed not to enter the reception building or the surrounding immediate area where hording is in place.

Internet Access

Internet access is provided free of charge for guests based on best endeavours. No compensation or discount is applicable should the service not be functional during any rental period.

A weekly maximum download limit of 10Gb of data is set at the start of a rental period and cannot be extended. Once this is exceeded, data will be automatically switched off. It is recommended that internet access is not used for streaming videos to avoid excessive data use.

Basic content filtering is applied for the safety of all guests; however, the proprietors are not liable for any inappropriate content, damage, costs or technical problem incurred when accessing the internet.

Payment

For the booking deposit, rental balance and damage deposit, payment should be made as follows:

BACS transfer is preferred - details are available on request email: enquiries@birdsongsidmouth.co.uk

PayPal transfers can be made to cookwood@gmail.com

Cheques can be accepted and should be made payable to D Garwood.

The postal address for cheques and written correspondence is:
53 Cooks Wood Road, Sheffield, South Yorkshire, S3 9AA

All other correspondence should be made via email to enquiries@birdsongsidmouth.co.uk

Please note, the above terms and conditions must be read and adhered to as part of undertaking a rental period at Birdsong Cottage.

If requested, please email enquiries@birdsongsidmouth.co.uk to confirm your acceptance of the terms and conditions set out above.

If you are unable to email acceptance, please print, sign and return a copy of these terms and conditions to:
David Garwood, 53 Cooks Wood Road, Sheffield, South Yorkshire, S3 9AA

I confirm that I have read and agree to the above terms and conditions on behalf of all guests under this booking:

Signed: _____

Lead Guest Name: _____