

1. Booking Confirmation

The Contract of Hire shall be between the Hirer and the Property Owner and subject to the Conditions of Hire.

Two Rivers Reach Holidays enters into a contract with you when we issue written confirmation of your booking.

When you make the booking, you warrant that you have the authority of all persons in your party to book on their behalf, and will indemnify Two Rivers Reach Holidays against all loss and damage arising directly or indirectly, from any act or default by yourself or any person accompanying you. No single sex group bookings will be accepted. No smoking is permitted within this accommodation.

2. Services, Features and Facilities

Towels and linen are supplied free of charge. Beach towels are not provided.

Parking - Off Road Parking is available for one car at the rear of the property, all car parking is at the owners risk.

3. Payment

Upon receipt of the booking form and deposit, we will send you a written invoice. This will indicate the cost of the accommodation and the cost of any additional services requested, less the initial deposit. The balance is due eight weeks prior to the start date of your holiday.

For bookings received within eight weeks of your holiday start date, full payment is due at the time of booking.

Non-receipt of the full accommodation charge by the due date may be treated by us as a cancellation of the booking and the total holiday cost will be forfeited. The booking will then be subject to the cancellation procedure outlined in Condition 4.

4. Cancellation

Provided the cancellation is received not less than eight weeks before the start date of the holiday, only the deposit will be forfeited. If we receive less than eight weeks' notice, you will be liable to pay the total cost of the holiday. Your booking is a legally binding contract, and like all contracts you should protect yourself in case things go wrong. That's why we ask for all our bookings to be protected by holiday cancellation and curtailment insurance. Our terms and conditions contain further details of your liability to us in the event that you cancel your booking – please read them carefully. It is a condition of your booking that you make arrangements to insure against the possible cancellation of your holiday. We regret that cancellations for whatever reason may be chargeable. You must make your own arrangements for your insurance and you may wish to discuss this with an insurance intermediary who is authorised and regulated by the Financial Services Authority.

5. Amendments

Amendments to your booking can be made up to eight weeks prior to the start date,. Should you wish to transfer your booking to another date, we will endeavor to satisfy your request wherever possible. Transfer of booking is subject to a £12 administration charge. Within eight weeks of the holiday start date, amendments will be made only in exceptional circumstances. Amendments to bookings are not accepted after your holiday has started.

6. Pricing

The prices for accommodation are based on holiday start dates and include electricity and £15 of gas on the meter.

7. Maximum number of Occupants

The number of people occupying the accommodation must not exceed six. Owners reserve the right

to refuse admittance if this condition is not observed. In addition, the owners reserve the right to refuse or revoke any bookings from parties that may in their opinion (and at their sole discretion) be unsuitable for the property concerned.

8. Pets

This accommodation is not suitable for pets.

9. Arrival and departure

Arrival time on site is between 2.30pm and 6.00pm on the agreed date of arrival. If you are likely to arrive later, please let us know. Your booking ends at 10.00am on the agreed date of departure.

10. Right of Entry

The property owner or his representative shall be allowed the right of entry at all reasonable times for inspection, repair or maintenance purposes.

- i Two Rivers Reach Holidays reserves the right to refuse to hand over accommodation to any person/s, who, in their opinion, is/are not suitable to take charge. Any refund will be at the discretion of the owners of Two Rivers Reach Holidays.
- ii If, in the opinion of Two Rivers Reach Holidays, any person/s is/are not suitable to continue the holiday because of unreasonable behaviour, damage to property or annoyance to other holidaymakers, the Contract may be discharged. In this event, the hirer shall remain liable to pay the hire price and no refund shall be due. The hirer shall also be liable for any damage caused in the holiday home. The owner also reserves the right to enter any accommodation under special circumstances or emergencies. Excessive noise levels will not be tolerated after 10pm or before 9am

11. Your responsibility

The accommodation must be left in a clean and tidy condition, otherwise additional charges may be incurred. You are responsible for the accommodation during your stay. You undertake to report and pay for any damage caused to the accommodation and for any equipment damaged or broken during your stay. We reserve the right to repossess the Holiday Home at any time, where the Hirer or any member of the Hirer's party has caused damage, or if your or a member of your party's behaviour is likely, in our opinion, to upset spoil the, comfort or safety of neighbours. The Holiday Home Owner shall not be liable to make a refund of any remaining portion of the hire terms paid.

12. Weekend and midweek breaks

Weekend and midweek bookings are accepted subject to availability. Please note that accommodation is allocated for full weeks during school holiday periods, and holiday start days are restricted to Saturdays only.

13. Mobility difficulties

Two Rivers Reach is a first floor accommodation and the only means of access is by a flight of stairs. It is essential to satisfy yourself beforehand that the accommodation is suitable for your particular requirements.

14. Complaints

We are most concerned that you have an enjoyable holiday. Should you nevertheless have cause for complaint, please advise me immediately, so that the complaint can be investigated and action taken. We cannot take responsibility for any matter which you did not bring to our attention during your holiday. If you are not satisfied with the action taken, you should put your comments in writing, within 14 days of your holiday, to:

Mrs. Sandra Hayward,
Two Rivers Reach Holidays
2 Wick Lane
Bournemouth
BH6 4JT

We will endeavor to respond within five working days.

I confirm I have read and agree to the terms and conditions set out above.

Sign Date.....

Please print name

Please sign and return this copy with your booking form. Thank you.