



Booking Terms & Conditions

PLEASE NOTE - NO PETS ALLOWED

Cancellation between 0-4 weeks before check in - 100% cancellation fee applies – No Refund

Cancellation between 4-8 weeks before check in - 50% cancellation fee applies

Cancellation 8 weeks or more before check in - Full Refund less £300 admin fee or offer to change dates to alternative future dates if guest would like to.

In the event that the booking cannot go ahead due to any of the following in place over the booked dates;*

- National UK Lockdown

- Local lockdown (Guests hometown or Dorset Luxury Retreats)

- Any restrictions imposed by the UK government which restricts overnight stays/mixing of households/restrictions on number of people meeting up e.g. rule of 6 if applicable

*We would offer a full refund less £300 admin fee, or guests will be able to change dates to alternative future dates if they would like to.

Upon making a reservation on our website www.dorsetluxuryretreats.co.uk, you are agreeing to book and pay for the chosen accommodation at the price stated.

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

- A contract between you and Dorset Luxury Retreats will come into existence once you have made a booking on our website and we have received the deposit. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A deposit of 25% of the holiday price is payable at the time of booking. Bookings made less than 8 WEEKS before your arrival date must be accompanied by the full amount of the holiday charge.
- Payment of a **£500 refundable damage deposit** will be requested prior to check in. This deposit will be refunded within 7 days of check out subject to no damage.
- The balance must be paid so as to arrive no later than 8 WEEKS before the commencement of your holiday. If the balance is not received by the due date then your holiday will be treated as a cancellation and you will forfeit your deposit.
- All cancellations must be immediately notified by telephone and then in writing. If you cancel your holiday more than 8 WEEKS before it is due to start then you will be refunded anything paid to that date, less a £300 admin fee. If you cancel 4-8 WEEKS prior to the holiday, you will be refunded 50% of the total holiday price. If you cancel less than 4 WEEKS prior to the holiday then the full balance remains due and is not refundable.
- We strongly advise that you take out comprehensive travel insurance. If you choose not to then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by Dorset Luxury Retreats except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- The number of persons using the accommodation at any time must not exceed the number of guests on your booking confirmation and only those people listed on the booking form can occupy the home (unless otherwise agreed by us in writing). We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- Pets are not allowed at the property or within the grounds of the property under any circumstance, including guide or service pets due to the host being highly allergic. If we find there are pets at the property, the booking will be instantly cancelled with no refund given. If we discover after the booking has been completed, the damage deposit will be forfeit in its entirety and Dorset Luxury Retreats will be eligible to make a further claim for any further cleaning/ damage, as necessary.
- We (Dorset Luxury Retreats) reserve the right to refuse a booking without giving any reason.
- We or our representative reserve the right to enter the apartment at any time to undertake essential maintenance or for inspection purposes.
- Arrival and departure- You can arrive at your property at **3pm** (unless otherwise agreed) on the start date of your rental period. You must leave by **10am** on day of departure. You must advise us of your planned arrival time as we will need to

meet you at the property to give keys etc. If you fail to do so, you may not be able to get into the property. If you fail to arrive by 12 noon on the day after the start date of your rental period and you do not let us know you are arriving late, we will treat your booking as having been cancelled by you. In this situation, we will not refund any money you have paid.

- Bins must be put out on the pavement for collection if your booking falls over a bin day - this will be detailed within the welcome pack.
- Please do not leave unwashed dishes in the property.
- Pets or smoking anywhere on the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by pets or smoking will be at the expense of you.
- If a member of your booking smokes, they are to do this outside and away from any doors /windows.
- Damages – In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result.
- The security deposit of £500 will be returned to you within 7 days of the end of your holiday unless there are any damages, in which case you will receive the amount less the cost of damage/breakages.
- Damage to property – Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. In the event that you notice damage in your accommodation please let us know immediately so that we can take the appropriate action. If there have been any breakages during your stay, we would be grateful if you could replace them or advise us before you leave. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage found.
- All doors & windows are to be closed and locked upon leaving the accommodation at any time.
- Dorset Luxury Retreats reserves the right to make an extra charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Dorset Luxury Retreats can ask for an extra payment from you to cover any such costs if the cost incurred exceeds the security damage deposit.
- We expect the accommodation to be left in a reasonable state on departure. If in our opinion, additional cleaning is required, you will be liable to us for the cost of this cleaning.
- Please note that in the event that any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you. (£50 per key)
- You or your guests may in no circumstance re-let or sublet the property, even free of charge.
- The internet connection is available (at no extra cost) subject to technical availability.
- Dorset Luxury Retreats shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or pool.
- There will be separate terms and conditions regarding the pool to be signed on check in.
- Pool times 8am-10pm. Strictly no use outside these hours to respect our neighbours.
- Quiet hours - After 10pm and before 8am we request that noise is kept to a minimum outdoors to respect our neighbours.
- Failure to follow rules, especially regarding pool use times, quiet hours and extra guests will result in us terminating your booking for the remainder of your stay, in these situations, you will not receive a refund of any money you have paid for your booking. And we will not be legally responsible to you as a result of this situation. (This will include, for example, any costs or expenses you have to pay due to not being able to stay in the property, such as the cost of finding other accommodation.) We are not under any obligation to find any alternative accommodation for you.
- All inventory must remain in the property and must not be removed.
- Children under 18 must be supervised by their parents/guardians at all times.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others or the property.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by Dorset Luxury Retreats.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is our home. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Payment Terms:

Deposit (25%) payable at time of booking, remainder of reservation (75%) to be received 8 weeks or more before check in date. £500 refundable damage deposit to be received (bank transfer or cash only) prior to check in.