

# Yellowstones beach house

**9 Kerley road, Bournemouth, Dorset, BH2 5DW Tel: 07964984280**

**Welcome to your seaside break. Please take a moment to read our booking conditions and noise policy below as we want to ensure that all our guests have a wonderful stay and that our neighbours are not disturbed.**

## Booking Terms & Conditions

**Payment.** A deposit of £500 is payable if the booking is made more than 8 weeks before the start of the rental. The balance shall be payable 8 weeks before the commencement of the rental. Yellowstones beach house will construe non-payment of the balance of the rental fee on or before the due date as cancellation of the rental by the client. For bookings made less than 8 weeks before the commencement of the rental the total fee is payable on booking. Any breach of terms and conditions may result in deposit being kept in part or full.

will not be held responsible for charges incurred by yourself for international bank transfer costs or charges imposed on you by your bank or card issuer. This also includes payment discrepancies or additional costs caused by variations in exchange rates used by your bank or card issuer.

**Cancellation.** Any cancellation by the client should be made in writing to the above address. On receipt of the notice of cancellation, Yellowstones beach house will seek to re-let the property for the period of the booking. If Yellowstones beach house succeeds in re-letting the property for the whole period it shall refund all monies paid less a £20 administrative charge. If Yellowstones beach house only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid less the rental for the period which is not re-let and less a £20 administrative charge. If Yellowstones beach house is not able to re-let the property at all for the period then all monies paid by the client shall be forfeit to Yellowstones beach house. We recommend that you arrange Insurance to cover the booking.

**Changes of Date.** Yellowstones beach house may consider a request from a client to change the dates of the booking after confirmation has been issued. However, there is no guarantee that requests can be accommodated.

**Period of Rental.** Rentals commence at 4 p.m. on the day of arrival and terminate at 10 a.m. on the day of departure, unless otherwise agreed.

**Use of Property.** The number of persons occupying the property must not exceed the number stipulated in the booking, unless agreed otherwise. The property will be used for personal and domestic purposes only. The property shall not be used for any commercial purposes without the written consent of Yellowstones beach house. In order to ensure the peace and quiet of our neighbours, music or other noise that can be heard outside the

property is not permitted after 9 pm. Yellowstones beach house reserves the right to refuse entry to the entire party if these conditions are not observed. A full list of the guests Names and Ages must be provided with the return of the signed booking terms and conditions.

**Holiday Accommodation.** Yellowstones beach house is let as holiday accommodation and does not create a Landlord and Tenant relationship within the meaning of the Rent acts.

**Complaints.** Should there be cause for complaint during the rental of the property, it must be notified promptly to Yellowstones beach house.

**Breakages or Damage.** The client is legally bound to reimburse Yellowstones beach house for replacement, repair or extra cleaning costs on demand. We do not charge for minor breakages only for serious or wilful damage. In the unlikely event of serious damage, Yellowstones beach house does not limit its claim to the damage deposit, but would seek full compensation. Yellowstones will endeavor to deal with any discrepancy during your stay. In the event that damage to the House is not brought to our attention during this period, and is learned of after your departure, we will contact you within 14 days of leaving the property to confirm additional charges to be processed.

**Care of the Property.** The client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning. An additional charge may be made if extra cleaning is required. Yellowstones beach house will check the condition and contents of the property and will notify the hirer within fourteen days of any additional cleaning costs or charges for damage and breakages for which the hirer is liable. Payment shall be made by the hirer immediately on receipt of the invoice in respect of the above charges. The charges will be deducted from the terms and conditions deposit and the balance refunded to the hirer by Yellowstones beach house within fourteen days.

Any client not properly securing the exits or windows of the property, including decking and hot-tub access gate, will be liable for any Yellowstones property stolen as a result of that negligence. Yellowstones will not be held responsible for any theft or loss of any personal possessions from our premises / vehicles. Whilst Yellowstones will endeavor to ensure the security of guests' personal possessions, Yellowstones cannot guarantee it.

No matter how much care is taken, our Property is not childproof. Yellowstones will not be held responsible for any accidents occurring within the Property. It is the parents' responsibility to ensure their children are supervised at all times. Particular care must be taken with hot tubs, fire places, and staircases.

Yellowstones can provide high-chairs, travel-cots and car seats for enfants and babies. However, Yellowstones accept no responsibility should an accident or injury occur as a result of the use of such items. Parents assume full responsibility for the safety and wellbeing of their children at all times.

## **Hot Tub**

Guests use hot tubs at their own risk and special care should be taken at all times, especially when getting into and out of the hot tub. Extra care should be taken during cold and icy conditions as the areas surrounding the hot tubs cannot be salted to remove ice.

Yellowstones presume that all guests, before using the hot tub, have read and understood the Hot Tub Safety notices posted within the Catered Property. We recommend that children under the age of 12 years of age do not use the hot tub. Children under the age of 16 years must be supervised by an adult at all times to avoid the risk of drowning and/or overheating. Yellowstones beach house reserve the right to close hot tubs for reasons related to, but not limited to, damage, chemical imbalance, breakdown, vandalism or unsafe conditions. Prior notice is not necessary and in such cases compensation will not be payable to guests.

## **Group bookings.**

Under no circumstances are additional guests in excess of 26 allowed to stay at YellowStones unless agreed prior to your arrival. Failure to comply with this may result in your booking being terminated immediately and you and your party may be asked to vacate YellowStones immediately. No compensation will be paid for this

YellowStones beach house reserves the right to refuse or revoke bookings from parties which may in their opinion be unsuitable for the property concerned.

It is your responsibility to confirm your exact number of Guests at the time of booking.

**Pets.** Dogs are welcome on prior arrangement with Yellowstones beach house. Dogs must be kept under proper supervision and control at all times and must be kept on the ground floor only. No pets other than dogs are permitted.

**Smoking.** Smoking is not permitted in Yellowstones beach house. Smoking outdoors is only permitted outside the games room, please ensure that you use ash trays provided. No candles are to be lit in or outside the house or property at any time due to being a high fire risk.

**Liability.** Yellowstones beach house (for itself, its employees and agents) shall not be liable to the client for any accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arise out of or in any way connected with the rental. If the property becomes unavailable or unusable for some reason prior to the commencement of the rental, then Yellowstones beach houses' obligation will be to reimburse the client for any monies paid.

We cannot accept responsibility or pay compensation where the performance of our contractual obligations is prevented by or affected by events amounting to Force Majeure – meaning acts of war or threat of war, political unrest, terrorist activities, adverse weather conditions, volcanic ash clouds, strikes, acts of God, epidemics, riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters, nuclear war and or similar events

out of our control (“Force Majeure”).

**Right of Entry.** Yellowstones beach house shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance. For weekly rentals Yellowstones beach house will require access to clean the property once during the rental.

Our keys for Catered Properties are security keys, therefore, should you lose a key, you will be charged £250 for a replacement. This charge is to be settled via damages deposit.

**Termination of booking.** The right is reserved to terminate the booking with immediate effect if the hirer fails to observe the rules imposed from time to time, Yellowstones beach house and in the event of termination under the provisions of this clause the hirer will not be entitled to any refund of the hiring fee paid. The rules are set out in the schedule hereto and Yellowstones beach house reserves the right to alter, amend or add to the rules and conditions at any time.

**Noise Policy.** Yellowstones beach house has a private setting but we do have neighbours whose needs we respect. We therefore ask all our guests to show consideration to the environment and our neighbours in all matters, and especially with regard to noise. To help ensure everyone’s holiday goes well, we ask you to respect the following noise rules:

After **9pm** and before **9am** please use the gardens around the house as quiet areas

- Please do not take radios, CD players or other sources of music outside the house.
- Please limit any music playing or television noise inside the house so it cannot be heard outside.
- Please do not turn up music within the property to provide music outside
- Please show consideration for our neighbours in the early morning and late evening

**Surveillance & CCTV** . In the public outside areas of the Yellowstones beach house CCTV is in operation and hard disk recordings may be made. This activity is carried out for the security of all our guests and staff

Booking date from ..... to .....

Signed .....

Todays date .....

Please print name .....