

The Henley Townhouse Booking Terms & Conditions

1. The price of your booking includes accommodation, electricity, gas, water and wifi. It does not include meals or drinks, transfers, holiday and medical insurance any other services not already specified as included.
2. The person who signs the booking form is liable for the booking, even if other names appear on the form.
3. A non-refundable upfront payment as agreed but of at least £300 is required at point of booking to secure your booking. The booking is not deemed to exist until the funds have reached our bank account, when the booking becomes secure.
4. Confirmation of your booking and of receipt of payment will be via email unless otherwise requested.
5. Full payment is due 8 weeks prior to your arrival (or on all bookings made less than 8 weeks prior to arrival) and must be paid immediately on receipt of notice of payment being due.
6. If full payment is not made withing 10 days of notice of payment being due, the booking will be cancelled and you will loose your holding payment.
7. Cancellation more than 8 weeks prior to departure will result in the loss of your holding payment.
8. Cancellation less than 8 weeks prior to departure will result in loss of full payment unless the house is re-rented. If we are able to re-rent the house, you will be refunded the equivalent of the replacement rental charged.
9. A security deposit of £500 is due with final payment at 8 weeks prior to arrival. Damage by the client to the house and its grounds must be paid for at the time of the incident or will be deducted from the security deposit.
10. The terms of your booking and any claim relating to it wil be governed by English law, and shall fall within the exclusive jurisdiction of the courts of England and wales. Subject to clause 14, any liability will be limited to the value of payments already received from the claimant at the date of the claim.
11. In the unlikely event that we have to cancel your boking due to matters within our control, you will be offered a full refund.
12. If we have to cancel the booking due to events beyond our control, such as force majeure, including war, civil strife and inclement weather, we will not be able to offer a refund and you should claim through your insurance company.
13. We cannot be held responsible for any delay you incur whilst travelling to the property.
14. Nothing in this agreement is intended to exclude or limit our liability for death or personal injury arising from negligence or for loss arising from negligent misrepresentation or fraud.
15. The accommodation will be available between the dates agreed at the time of booking only. It will be available from 4pm on day of arrival until 10am on day of departure.
16. No pets are permitted.
17. No smoking is permitted within the house.
18. It is a condition of booking that all clients must have full comprehensive holiday insurance. All personal belongings of the client are the sole responsibility of the client and we accept no responsibility for loss or damage howsoever occurring.
19. If we have to cancel the booking due to a fault at the property we will refund the appropriate portion of the holiday rental attributable to the unexpired remaining holiday period minus operating costs/cleaning/damage. You may be able to claim from your insurance company.
20. In the event of cancelling your holiday, we have no obligation to assist you in finding alternative accommodation.
21. If clients expect to arrive outside office hours of 9am to 6pm monday to saturday, then we will make every effort to ensure keys are made available, but this cannot be guaranteed and remedy might not be possible until the next working day thereafter.

22. Tenants obligations: to allow the owner or authorised representative to carry out necessary works or repairs at all reasonable times upon 24hrs prior notice in writing, or in event of emergency at any time without notice.

23. Tenant obligations: to ensure you do not cause damage to property or furnishings and to keep towels and bedding in good condition. To leave the property in a clean and tidy condition, with rubbish in bins, clean crockery in cupboards, dirty crockery in the dishwasher, dirty linen on beds or in the bathroom. If the property is left in an unreasonable condition or additional linen is used then additional cleaning charges may apply.

24. Tenant obligations: not to do or permit any act that would make any insurance policy on the property void or voidable or increase the premiums.

25. Tenant obligations: be responsible for placing any rubbish from your stay in the correct bags and location for collection as per the instructions provided in the property.

26. Tenant obligations: not to do anything that may reasonably be considered to cause noise, nuisance or annoyance to the owner or any other occupier of adjoining or neighbouring properties. If complaints are made to the owner and remedial action is required, £100 pounds will be deducted from the security deposit to cover costs of remediation.

27. Any articles left by the tenant can be forwarded on receipt of a minimum handling fee of £25 plus postage deducted from the security deposit. Any articles left unclaimed will be disposed of after 28 days.

28. If the tenant has any complaint in respect of the property, you must report it within 24hrs of arrival to ensure sufficient time is allowed to investigate or take remedial action. No compensation will be offered if you deny the owner the opportunity to rectify matters during the holiday period.

29. The owner accepts no responsibility for work taking place outside the boundary of the property, nor for noise or nuisance resulting from a third party over which the owner has no control.

30. We have tried to be entirely accurate with all information given, but, subject to clause 14, cannot be held responsible for inaccuracies. If there are any changes, we will notify you when you book.

31. covid: if you have had a positive test and are self-isolating you cannot travel to the property during the duration of your isolation to begin a booking and need to wait until your isolation has been completed until you start your booking. This would be true for any members of your household who are booked to come who have positive tests or start to display symptoms. The guest will be offered a refund for the missed part of the booking. Please note that appropriate supporting documentation or an official letter from a medical professional must be provided to facilitate any refund.

32. covid: 48hrs prior to departure the guest needs to certify that all members of the household are free from covid symptoms to allow a safe and successful changeover to occur. Any failure to certify such that the deep cleaning process for the property is delayed impacting future bookings, then the security deposit will be impacted in manner to be decided by the owner.

33. covid: Should any member of the party have any covid symptoms or a covid positive test occur within 10 days of scheduled departure date, then the whole party need to vacate the premises and return to their own residence for the duration of their isolation.

34. If a guest is not local and is unable to travel on arrival date, either because of government restrictions on travel or areas of the country being placed in quarantine/lockdown, the guest will be offered a refund for the period of the booking impacted.

35. Should a guest choose not to take their holiday for fear of contracting Coronavirus, but no travel restrictions are in place, management are not under any obligation to refund any of the monies in connection with the booking.

Management reserve the right to adapt and amend these final COVID conditions as the situation develops.