

# BOD Bournemouth

## Terms and Conditions

### Booking

- You, the person signing the Booking Form will have responsibility for all members of your party. You must ensure that they are all aware of all the Terms and Conditions. Please fill in all the names of your family and friends coming. All bookings must be made by people aged 18 or over.
- No booking can be accepted unless accompanied by a non refundable deposit of 30% of the full accommodation charge.
- Bookings are limited to two holidays per party/family per year.
- The balance is payable at least four weeks before the start of the holiday. Bookings made less than four weeks before the start of the holiday must be accompanied by the full charge. Failure to pay the balance when due could result in the cancellation of the booking.
- Cancellation insurance is strongly advised at the time of booking. Please advise us immediately if you have to cancel and we will release the property for re-letting. In the unlikely event of the flat becoming unavailable due to circumstances outside our control (e.g. fire damage), a complete refund will be paid including the deposit.
- Payment can be made by BACS or cheque payable to BOD Bournemouth.
- The price includes heating, electricity, broadband, bed linen, bath and hand towels, tea towels etc and up to 3 days use of the beach hut.

### Safety and Security

- For your safety, on arrival, please make yourselves fully conversant with the property, grounds and any possible hazards. Please ensure that children and assistance dogs are not unsupervised outside.
- The Owners retain the right to repossess the flat if it is reasonably believed that any damage is likely to be caused, or can repossess the flat if damage has already been caused or conduct is likely to impair the enjoyment, comfort or safety of other flat owners or users. No refunds will be given in these circumstances.

### Smoking

- There is a no smoking policy within any area of the flat (including the sun lounge).

### Arrival and Departure

- Visitors are asked not to arrive before 4.00pm on the day of arrival and to leave before 10.00am on the day of departure. Please let us know if you cannot arrive before 6.00pm. Extensions to departure time can be accommodated by prior arrangement.

### Breakdowns

- We cannot accept liability for happenings outside our control, such as electricity cuts or the breakdown of domestic appliances, plumbing, heating, wiring etc., but we will make every attempt to resolve the situation as soon as possible. Please inform us promptly. We reserve the right to enter in order to make the necessary repairs.

### Damages and Breakages

- Please tell us about damages or breakages, and accept responsibility for them. The definition of damage includes staining of floor coverings, fabrics, kitchen surfaces, furniture, walls, etc. If necessary you may be asked for a contribution towards repairs.
- Accidental damage or breakage of a minor nature will not be charged for.
- BOD Bournemouth reserves the right to ask for a returnable deposit of £100 per week booked. In the unlikely event of unacceptable damage/breakage/loss of keys/extra expenses etc relevant costs will be deducted. In the likely circumstances that no unacceptable damage/breakages/extra expenses are incurred by BOD Bournemouth, the full deposit will be refunded by cheque sent within 14 days of departure.

**General**

- We accept no liability for damage to your vehicles in the parking area. Extra parking on the road is always possible. The Owners cannot accept responsibility or liability for loss or damage to Guests' property, or for personal injury.
- It is our aim to ensure that the information given in the brochure is accurate. However, we cannot be held responsible for changes which may occur after the brochure is published, for example the breakdown or failure of any electrical equipment or from any misuse or negligence of the previous guests.
- Anyone using any of our equipment does so at their own risk and BOD Bournemouth accept no liabilities in respect of any injury or the breakdown of any equipment whilst in your use.
- Guide and Assistance dogs are welcome but we are unable to accept other pets. We ask that dogs are kept off the furniture.

**Complaints**

- It is our aim that everyone should have an enjoyable holiday. Nevertheless, should you have cause for complaint, please advise us immediately, as once you have returned home it is difficult for us to investigate complaints of any nature. Regrettably, therefore, we may not be able to accept and investigate complaints once a holiday has been completed.