

## HOLIDAY LETTING AGREEMENT FOR HOPE PLACE, BATH

1. The Tenant shall be entitled to occupy the property for holiday purposes only and this Agreement shall not confer on the Tenant any security of tenure within the terms of the Housing Act 1988, pursuant to which the occupation shall be deemed to be by way of an excluded tenancy. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of booking.
  2. 100% of the holiday price is payable at the time of booking, plus the refundable damage deposit.
  3. 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 will be returned within **14** days of the end of your holiday less the cost of damage/breakages.
  4. All cancellations must be immediately advised by telephone and followed up in writing. Refunds will be offered dependent on the notice period given:
    - More than 28 days before the date your stay commences: 50% refund
    - More than 14 days before the date your stay commences: 25% refund
    - Less than 7 days' notice: No refund will be offered.
  5. 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.
  6. Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given 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.
  7. The number of persons using the accommodation at any time must not exceed 2 and only those people listed on the booking form can occupy the apartment.
  8. We reserve the right to refuse a booking without giving any reason.
  9. Bookings cannot be accepted from persons under twenty-one years old.
- Tenancies commence at **3pm** unless otherwise agreed, and guests are required to vacate the apartment by **10am** on the day of departure. Please ensure bins are emptied and put in the assigned bin store, all dishes are clean, and dishwasher is empty. 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.
- 10.
  11. The Tenant will:
    - i. Keep the interior of the Property in a good, clean and tenable state and condition and not damage or injure the Property or any part of it
    - ii. Yield up the Property at the end of the Term in the same clean state and condition it was in at the beginning of the Term. Additional charges may be levied if the Property is left in an unclean condition
    - iii. Maintain at the Property and keep in a good and clean condition all of the contents of the Property as listed on the Inventory, and to replace, repair or cleanse any item(s) which become damaged. If there are any breakages, we would be grateful if you advise us before you leave. The accommodation will be inspected at the end of the holiday and you may be charged for any loss or damage found
    - iv. Not make any alteration or addition to the Property
    - v. Not do or omit to do anything on or at the Property which may be or become a nuisance or annoyance to any other occupiers of the Property or owners or occupiers of adjoining or nearby premises or which may in any way prejudice the insurance of the Property or cause an increase in the premium payable
    - vi. Allow or keep any pet or any kind of animal at the Property
    - vii. Not smoke/vape or permit smoking on the premises
    - viii. Not use or occupy the Property in any way whatsoever other than as a private holiday residence for a maximum of two persons

- ix. Not assign, sublet, charge or part with or share possession of occupation of the Property or any part thereof
  - x. Allow the Landlord or anyone with the Landlord's written permission to enter the Property at reasonable times of the day to inspect its condition and state of repair, and carry out any necessary repairs and gas inspections, provided the Landlord has given reasonable prior notice (except in emergency).
12. If any keys are not returned on departure, the cost of replacement will be taken from the security deposit.
  13. The internet connection is available (at no extra cost) subject to technical availability. The owner shall not be liable for temporary defect or malfunction of any equipment, or appliance in the building or grounds.
  14. Any problem or complaint must be immediately reported directly to us/our representatives and we will endeavour to put matters right. Any complaints not reported at the time and only reported after the client has returned from holiday will not be considered by the proprietor.
  15. We reserve the right to make reasonable amendments or additions to these terms and conditions without notice