

FLAGSTAFF HOLIDAYS

Burnham Overy Staithe

Booking Conditions

1. Any contract for hire of a property shall be between Flagstaff Holidays and the person signing the Booking Form (on behalf of all members of that party). The contract of hire only becomes effective once Flagstaff Holidays have received full and final payment and have sent written confirmation to the hirer. Bookings cannot be accepted from persons less than 18 years of age.
2. Terms stated are per week unless otherwise indicated and inclusive of VAT. Hire terms shall be guaranteed on payment of the deposit. All weekly bookings are from 4.00pm on a Saturday to 10.00am the following Saturday. Please do not arrive early or depart late as time is needed to thoroughly clean the property between lets. The properties are left open with keys left in the lock. Keys are to be left on the kitchen table at the end of the hire.
3. **Hirers are responsible for the safe-keeping of door keys.**
4. Flagstaff Holidays shall not be held responsible for the death or personal injury to the hirer or any member of the booking party in so far as it is a result of proven negligence by themselves or their agents. Flagstaff Holidays do not accept any liability for loss of, or damage to personal effects, baggage, motor car, or any other item belonging to or in possession of the hirer or any member of the hirer's party except in so far as the damage arises from proven negligence. It is recommended that the hirer is covered by a Holiday Cancellation and Curtailment Insurance.
5. A **deposit** of 30% of the total cost is required to secure the booking. This is a non-returnable deposit payable when the initial booking is made. The balance of the holiday must be paid not later than 8 weeks before the start of the holiday. No reminder will be sent. If the balance remains outstanding after this time, Flagstaff Holidays reserves the right to cancel the booking without notice and retain any monies already paid and to seek reimbursement for any additional losses incurred.
6. Bookings made less than 8 weeks before the start of the holiday must be paid for in full at the time of the booking. The full amount will be refunded if the booking cannot be confirmed.
7. A returnable £200 security deposit is payable with the balance of the fee.
8. The number of persons using the property shall not exceed the number stated in the advertising information.
9. A representative of Flagstaff Holidays must be allowed access to the property at any reasonable time during occupancy.
10. All properties are **non-smoking** areas.
11. No pets are permitted, without prior written consent.
12. It is the hirer's responsibility to ensure that the accommodation, furniture, fixtures, and effects are left in the same state of cleanliness and order as was found at the start of the holiday. Flagstaff Holidays reserve the right to make a charge for any extra cleaning necessary as a result of failure to comply. Where a security deposit is held, Flagstaff Holidays will deduct the cost of extra cleaning and/or breakages from this amount and forward the balance to the hirer. The hirer shall be responsible for serious loss or damage which occurs to the property or its contents

- during their occupancy and is also responsible for paying appropriate compensation to Flagstaff Holidays.
13. Please check all details upon receipt of the booking confirmation to ensure that they are correct. Any corrections can be made within 28 days from receipt of confirmation but may not be rectified after that date. If, after your booking has been accepted, you require an amendment or re-invoice, Flagstaff Holidays reserve the right to charge an amendment fee.
 14. Complaints. In the unlikely event of a problem, all complaints must be received before the end of the holiday rental to enable any issues to be resolved. Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.
 15. In the event of items being left in the property Flagstaff Holidays will collect, pack and post the items back to you. There is an admin charge of £10 for this, together with the postage costs.
 16. Towels must remain inside the property and should not be used as beach towels. If you are staying in a property for 2 weeks or more, bed linen and towels can be changed weekly on request.
 17. Tenants are able to park their cars in the parking area of the Flagstaff property. Parking boats, boat trailers, horseboxes and other such items may be allowed by arrangement for an extra fee, depending on the time of the year.

Cancellation Conditions

If you have cause to cancel or cut short your holiday please notify our office immediately by telephone and then in writing.

All deposits paid to Flagstaff Holidays are non-returnable and the hirer will be liable for the full cost of the holiday if a cancellation occurs UNLESS:

- You cancel more than 8 weeks before the start of your holiday or
- If your cancellation is less than 8 weeks before the commencement of your holiday and we are able to re-let the property.

In this event, the balance of the booking fee will be returned to the hirer. If the property is not re-let, the hirer will forfeit the full cost of the holiday.

Flagstaff Holidays

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