



Tavern Rocks: Terms and Conditions/Booking Form

1 THE GUEST AND OCCUPANCY

- 1.1 The guest is the person who signs the booking form or in the absence of a booking form the person who makes the booking. The guest must be over 21.
- 1.2 Tavern Rocks may only be occupied by the guest plus a maximum of 5 other persons named on the booking form. For the avoidance of doubt, infants and babies count as persons. We reserve the right to refuse entry or evict those listed on this booking form if the number of persons occupying the property exceeds this. This number must not be exceeded, including entertaining in the house or in the garden without our prior written permission.
- 1.3 We reserve the right not to accept bookings from groups of people under the age of 25.
- 1.4 Smoking and pets are not permitted on the premises.
- 1.5 Tavern Rocks may only be occupied for the purpose of holiday accommodation.
- 1.6 Lets run between Friday-Friday. Departure is no later than 10am on the Friday of leaving and arrival is from 4pm.

2 THE CONTRACT AND PAYMENT

- 2.1 You make a provisional booking on the date we receive (i) the completed booking form and (ii) a non-refundable booking fee of one third of the total price.
- 2.2 We have the right to reject your provisional booking. The contract becomes binding when we send you confirmation of your booking.
- 2.3 The balance of the price is due 8 weeks before the start of your holiday and in cases where you book within this 8 weeks the full price is payable on booking. A £400 security deposit is also payable 8 weeks before the start of your holiday. If you fail to pay on the due date we shall be entitled to terminate the contract without obligation to repay to you any sum already paid.

3 CANCELLATION

- 3.1 In the event you cancel your booking, we will make all reasonable efforts to re-let Tavern Rocks in which case the fees paid will be refunded less an administration charge of 20% of the total fee and less any costs we incur in remarketing Tavern Rocks.
- 3.2 We recommend that you take out cancellation insurance.

4 **CARE OF TAVERN ROCKS**

- 4.1 You are responsible for taking good care of Tavern Rocks, its furniture, fittings and effects and leaving it in a clean and tidy order. If an excessive amount of cleaning is required at the end of your holiday we will charge you the cost and will deduct the cost from your security deposit.
- 4.2 All damage and breakages must be reported to us before the end of your holiday. We have the right to make repairs and replace damaged property at your expense and to deduct such costs from the security deposit. You will be liable for all such costs in excess of the security deposit.
- 4.3 If you cause damage which results in Tavern Rocks being in our opinion unfit to let to subsequent guests you shall be liable for the resulting loss of rent and any other related losses.
- 4.4 We will return the security deposit or the balance of the security deposit to you within 4 weeks after the end of your holiday.

5 **OUR LIABILITY**

- 5.1 We shall not be responsible for any loss or damage to any belongings or injuries sustained by you or any member of your party.
- 5.2 We reserve the right to cancel your booking at any time and in this event our total liability shall be to refund to you all sums which you have already paid.

6 **YOUR RESPONSIBILITY**

- 6.1 The guest is responsible for the correct and decent behaviour of those occupying Tavern Rocks. Should the guest and those occupying the house behave in such a manner that is not acceptable by civilised standards, we reserve the right at our discretion to ask the whole party to vacate the property, terminating your holiday immediately without any further liability to you.

7 **COMPLAINTS**

- 7.1 We aim to maintain the highest standards in running Tavern Rocks. In the event that problems do occur you should contact us and our caretaker immediately. Any complaints should be made within 24 hours of any incident giving rise to the complaint and should be notified to us in writing before your departure. If this procedure is not followed we will not consider any claim under any circumstances. But we hope you will never have cause to complain.

8 **ACCESS TO TAVERN ROCKS**

- 8.1 You must allow us and our agents reasonable access to Tavern Rocks.

Please complete the following:

Dates of booking.....

Deposit amount (one third of total price).....

Name of guest.....

Names of others occupying Tavern Rocks (where under 25 please state ages)

1.....

2.....

3.....

4.....

5.....

Daytime telephone.....

Mobile telephone (in event of emergency).....

Email address.....

Your details are held for administrative purposes and are not disclosed to any third party.

I have read and accept these terms and conditions.

Signed..... Date.....

Please print name.....

Please make cheques payable to 'Tavern Rocks' and send to our correspondence address:

18 Warwick Street, Oxford, OX4 1SX