

# Booking Terms & Conditions

## West Park, Hook

These booking conditions form a contract between the customer (Hirer) and the owner (Owner) of West Park (the Property).

1. The Property is a NO SMOKING property.
2. All information on the website [www.westparkhook.co.uk](http://www.westparkhook.co.uk) is considered correct and up-to-date on a regular basis. Any information carried on third party websites (e.g. [www.homeaway.co.uk](http://www.homeaway.co.uk), [www.ownersdirect.co.uk](http://www.ownersdirect.co.uk), etc.) is not guaranteed by the Owner as being either correct or up-to-date, although every reasonable effort is made to keep such information correct and up-to-date. The Owner is not responsible for information about the Property found on the Internet on sites/through search engines about which the Owner is totally unaware. Any questions or queries from the Hirer, or proposed Hirer, will be answered promptly and honestly.
3. Bookings may be initiated by the prospective Hirer
  - a) by e-mail either through a third-party site, where appropriate, or
  - b) to [maurice@vandervelden.co.uk](mailto:maurice@vandervelden.co.uk), or
  - c) by telephone to Cristine or Maurice on 01834860204, or
  - d) in writing to: Maurice & Cristine van der Velden, Parcy Teg, Llanddewi Velfrey, Narberth, Pembrokeshire SA67 7EGThe period required will be provisionally held (and marked as such on website) for the prospective Hirer, for a reasonable period, pending return of the Booking Form and confirmation as stated in the paragraph below. Bookings will not be confirmed until the Booking Form has been received by the Owner correctly and satisfactorily completed, together with a deposit payment of 20% of the total cost.

Cheques should be made payable to C. van der Velden. Payment may also be made by BACS or via PayPal (please ask for details) or payment by Credit Card via HomeAway or OwnersDirect **\*\*PLEASE NOTE:- The HomeAway and OwnersDirect sites now make a 'customer service' charge of between 5-8% - as this can add substantially to the amount due, we should point out that a) we don't receive any of that payment, and b) Credit Card payment may be made via PayPal.** The balance to be paid two months before the holiday start date or, in the case of a booking made less than 56 days before the holiday start date, the total holiday cost must be returned with the completed Booking Form.
4. The Owner and/or his representative retains the right to enter his Property at any time to carry out any repairs deemed necessary to the Property or its equipment.
5. Should the Property be unavailable on the date stated, then the Owner will return to the Hirer all monies paid by the Hirer in respect of the holiday in question. The Owner will not be liable for any other losses/damages, etc. suffered by the Hirer as a result of the Property being unavailable on the date stated.
6. Holiday Cancellation Insurance. The Owner does not provide holiday cancellation insurance and strongly recommends that the Hirer takes out such cover.
7. If a booking is cancelled in writing more than two months before the holiday start date, all monies paid will be returned to the Hirer. Cancellation between 29 - 56 days before the start date will result in 50% of the full cost of the holiday being retained by the Owner. Cancellation between 15-28 days before the start date will result in

75% of the full cost of the holiday being retained by the Owner. Cancellation between 0-28 days before the start date will result in 100% of the total cost of the holiday being retained by the Owner.

8. The Owner reserves the right to make a £10 admin. charge for any date alteration made after the booking has been confirmed.
9. During the hire period, the Hirer is responsible for the Property, its contents and keys and undertakes to take all reasonable care of it, to keep it clean and tidy and to report as soon as possible and replace/pay for any breakages or damage caused by the Hirer or their party.
10. The prescribed maximum number of persons for holidaying at the Property is TEN. This number may not be exceeded with the exception of one or two additional infants not above two years of age. (Please bear in mind that the Owner provides ONE cot and ONE high chair.)
11. Bookings by single sex groups may be declined where such a booking is deemed by the Owner to be inappropriate to the peace and tranquillity of the Property, eg. Stag Parties, Hen Parties. Full details of such proposed parties must be given in full, in writing, at the time of booking.
12. Well behaved PETS are very welcome at the Property, by pre-arrangement, and MUST be listed on the Booking Form.
13. The Owner reserves the right to decline any booking he considers unsuitable, without offering any reason.
14. The Hirer should be aware that the Owner truthfully considers the Property to be a quiet, peaceful and tranquil property. However, the Owner cannot be held responsible for, and will accept no liability for, any interruption to that peace and quiet which is outside his control.
15. For 2017 (and onwards) bookings, the property is let in 0.75 acres. The lawned area at the rear of the property is fenced from adjoining grazing land which is let for horses.
16. The Owner agrees to keep the property, for the period of hire, to the full and exclusive use of the Hirer and his party and to see that it is in good repair (where practicable) and has the amenities advertised (exceptions - see clause 17) at the start of the holiday period. With the exception of the shed (being kept secured for the Owner's tools) the Hirer may explore the entire Property without hindrance.
17. Whilst every effort is made to provide the amenities advertised, no liability will fall upon the Owner should restrictions be applied to the holiday in respect of floods, drought, power cuts or any other occurrences outside the Owner's control, SAVE THAT the Owner may consider a refund to the Hirer of a part or the whole of the cost of the holiday. Such refund is purely dependent upon the circumstances and extent of the restrictions concerned and is at the discretion of the Owner. Should the Property be unavailable for the Hirer for the period hired, compensation shall be limited to the amount paid for the hire of the Property.
18. The Hirer is responsible for reading and understanding these terms and conditions and the accompanying Booking Form. Any queries should be raised with the Owner immediately or, if satisfactory, the Booking Form is to be signed by the Hirer as accepting these terms and conditions on behalf of the Party.