

## Terms & Conditions

### Booking

All bookings and payments accepted by CambridgeHolidayLets.co.uk are subject to the terms and conditions. They are deemed to have been accepted in full on application by the hirer.

Only the person(s) named on the booking form may occupy the property.

The property cannot be re-let/sublet to any other party without the written approval of CambridgeHolidayLets.co.uk.

The number of persons permitted to occupy the apartment Six Steps is limited to 2, the apartment Auckland Court is limited to 2 and the house Mill View Townhouse is 4. Exceptions can be made, on request, for a child in a travel cot.

Your booking is only confirmed upon receipt of full payment which will be taken at the time of the booking.

Payment must be made to CambridgeHolidayLets.co.uk in UK Pounds Sterling and must be clear of all bank charges, exchange rate variations, and any other deductions.

We are pleased to accept the following methods of payment:

- i. Direct bank transfer
- ii. Cheque (cheques payable to H. N. Kara)
- iii. Bankers draft
- iv. Foreign money order
- v. UK Sterling
- vi. Credit card via online booking at HolidayLettings.co.uk
- vii. PayPal via online booking at HolidayLettings.co.uk

Payments made by bank transfer must reach our account net of all bank charges and prior to start of stay. Please include your name clearly on the transfer. A copy of the transfer should then be sent by post or email.

All prices are quoted in UK pound sterling (GBP), they are not subject to VAT.

### Cancellation

Cancellations are permitted at any time but must be made in writing by post or email and are subject to a fee.

<b>Notification period</b>	<b>Refundable</b>
28 days or more	50% of the rental charge
14 days or more	25% of the rental charge
Less than 14 days	0% of the rental charge

If the Hirer wishes to alter the dates of the Rental Period, CambridgeHolidayLets.co.uk will use reasonable endeavour to comply with the Hirer's request but cannot guarantee that they will be able to do so.

In the event of CambridgeHolidayLets.co.uk being able to alter the booking, they shall be entitled to charge an administration fee of 25 GBP per property for the alterations.

- a. An alteration by the Hirer of the Rental Period of the property may be deemed as a cancellation and a re-booking at the discretion of CambridgeHolidayLets.co.uk, and as such the Hirer may be liable for the cancellation fees as detailed in the clauses above.

Your booking will be deemed cancelled the day your notification of cancellation arrives at our office.

a. If CambridgeHolidayLets.co.uk is required to cancel or alter the Hirer's booking, CambridgeHolidayLets.co.uk will make all reasonable endeavours to notify the Hirer as soon as possible and find alternative accommodation. If CambridgeHolidayLets.co.uk is unable to find alternative accommodation or the alternative accommodation is not acceptable to the Hirer on reasonable grounds, CambridgeHolidayLets.co.uk will refund all money paid by the Hirer up to the date of cancellation and this refund shall constitute full and final settlement of any liability that CambridgeHolidayLets.co.uk may have to the Hirer as a result of such cancellation.

b. All refunds by CambridgeHolidayLets.co.uk to the Hirer shall be deemed to constitute full and final settlement of any claims the Hirer may have against CambridgeHolidayLets.co.uk, and CambridgeHolidayLets.co.uk shall not be liable to the Hirer in respect of any other loss the Hirer may suffer as a result of the cancellation or alteration of the booking.

A full inventory of the property contents is provided. No items are to be removed from the property during your stay.

The price quoted for the property includes utility bills, a maid service, clean towels and bed linen once a week.

### **Arrival / Departure**

All properties are usually available from 3pm on the day of arrival and must be vacated by 11am on the day of departure.

If there is any delay in vacating the property beyond the agreed time, a full day's rental may be charged to the Hirer at the discretion of CambridgeHolidayLets.co.uk.

### **General Information**

The property and all equipment must be left clean, tidy and free from any damage at the end of the rental period. Windows and doors must be securely closed while the property is empty and at the time of vacating the property. The hirer will be responsible for making good any damage to the property or its content, except in the case of normal wear and tear. CambridgeHolidayLets.co.uk cannot be held responsible for any personal injury, loss or damage that occurs within the apartment.

Representatives of CambridgeHolidayLets.co.uk maintain the right to access to the apartment at any time without regard to the convenience of the hirer, for the purpose of inspection, essential repairs or maintenance work.

Except in cases of normal wear and tear, the Hirer shall be liable for any damage to the property or its contents caused by negligence, wilful damage or irresponsible behaviour on the part of the Hirer any occupier or their guests. The Hirer agrees to pay the cost of repair or a replacement item(s) that they damaged in addition to a 50 GBP administration fee.

The Hirer must report any damage to the property or to the furniture and effects immediately to CambridgeHolidayLets.co.uk.

The Hirer must not keep any dangerous or combustible materials in the property or do anything else which might make the buildings insurance policy covering the building and its contents void or voidable.

The Hirer must not allow any illegal activities to take place within the property.

No pets are allowed.

Each property is strictly non-smoking.

Any complaints about the properties or their contents should be brought to the attention of CambridgeHolidayLets.co.uk at the earliest opportunity, preferably during your period of stay.

Written complaints should be sent to:

**CambridgeHolidayLets.co.uk**  
**65 Canterbury St, Cambridge, CB4 3QG, England.**

CambridgeHolidayLets.co.uk will take all reasonable steps to resolve the problem.

The property hire cost does not include any personal insurance cover. It is advisable to take out insurance against cancellation, personal accidents and illness.

Since our properties are used as serviced holiday accommodation, they are exempt from tenure under the Rent Act.

CambridgeHolidayLets.co.uk has the right to terminate a booking at any time on the grounds of abuse to staff or other guests, mistreatment of the property or criminal activity on the part of those occupying the property or their guests. In such circumstances, CambridgeHolidayLets.co.uk is not obliged to provide or locate alternative accommodation. The period of notice and the proportion of refund are at the discretion of CambridgeHolidayLets.co.uk .

### **Force Majeure**

CambridgeHolidayLets.co.uk will not be liable for any delay, loss, damage or expenses incurred if your booking needs to be altered or cancelled or CambridgeHolidayLets.co.uk are unable to perform our contractual obligations as a result of events beyond our reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions.

### **Interest**

Interest on overdue invoices shall accrue from the date when payment becomes due, from day to day, until the date of payment, at a rate of 4% above Bank of England base rate in force at the time and shall accrue at such a rate after, as well as before and after any judgement.

### **Governing Law**

This agreement shall be governed by the laws of England and Wales and the Hirer agrees that the Courts of England and Wales have exclusive jurisdiction in respect of any dispute arising from this agreement.

### **Facilities and Services**

All properties are fully furnished to a high standard. Kitchens are fully equipped with all cutlery, crockery and utensils. Kitchen appliances include microwave, cooker/oven, fridge (some equipped with freezer compartment) and a dishwasher. Clothes washing facilities vary – washing machine at Auckland Court, access to washers and dryers on site at Mill View Townhouse (coin operated), coin-operated laundry nearby Six Steps. Cleaning products are also provided.

A TV with Freeview access and a DVD player are also included. All properties have high speed broadband.