



Booking form terms and conditions

Please read carefully. All bookings must be in writing and accompanied by the relevant payment. On enquiry Milestones will send you this form in full that will require completion, signing, and returning.

Any reference to “we” or “us” or the “Owner” in these terms and conditions means [Mr & Mrs DWH Smart] and any reference to “you” or “your” means the person making the booking and all members of the holiday party.

- 1. We will not be liable for any act, neglect or default on the part of any person nor any accident, damage, loss, injury, expense or inconvenience whether to person or property which you or any other person may suffer or incur arising out of or in any way connected with the letting or the use of the property or resulting from any other cause whatsoever. We do not exclude liability for death or personal injury due to our negligence. We advise you to arrange your own insurance to cover yourselves, your personal belongings and risk of cancellation during your staying at the property.**
- 2. If the booking is made within six weeks of the letting the whole of the rental for the period of the letting is to be forwarded with your booking form.**
- 3. If the booking is made prior to six weeks of the letting, a rental deposit of 25% of the rental for the period of the letting is to be forwarded with your booking form. The remaining balance of the rental shall become due six weeks prior to the letting. The rental deposit is non-refundable.**
- 4. If a cancellation is requested more than six weeks in advance of the letting the balance of any monies paid, less the rental deposit, will be returned to the tenant. If the cancellation is requested within the six weeks prior to the letting the owner will retain the 25% rental deposit and also reserves the right to retain the balance of the rental (should it not be possible to re-let the property for the period of the letting).**
- 5. Should the property not be available due to circumstances beyond our control, we will advise you and all sums which you have paid will be refunded to you but we will not otherwise be liable to you for other loss or expense which you incur.**
- 6. The number of people occupying the property may not exceed the number on the booking form, maximum of 5 plus 1 child (in travel cot only).**
- 7. You agree to keep the property and all fittings, furniture equipment and other contents in or on the property in the same state of repair and condition as at the commencement of the letting. You will be liable to make good at your expense or you will pay for any damage, breakage, or loss that may occur during the period of letting. No repairs of any kind must be attempted by you or any of your party and any damage must be reported immediately to us. You may be billed for any costs or expenses incurred or any loss or breakage or other damage in or to the property or to its contents during the period of your let.**
- 8. Unless otherwise stated, the rental of the property includes, rates, insurance of the property, mains water and electricity. The property is equipped with crockery, cutlery, sheets, duvets and pillows with covers and adequate cleaning equipment and towels.**

9. Holiday lettings are by the week or short breaks in low and mid season. Unless by prior arrangement, lets are from 4pm on the date of arrival to 10am on the date of departure. The time lapse is to enable the property to be cleaned and inspected in between lets to ensure everything is in good order. Long lets can be arranged in advance.

10. You agree not to smoke, nor to allow smoking, inside the property at any time.

11. You are asked to leave the property clean and tidy and to ensure that your belongings are taken with you. On changeover days there is only time for a superficial check and a general clean. We rely upon the goodwill of our guests whose co-operation we greatly appreciate. Should the property be left in a poor condition, requiring more intensive cleaning, then this will be charged at £14 per hour.

12. If bringing a dog, we request that owners show consideration for the cottage and future tenants by not allowing the dog on any of the furniture and not be allowed upstairs. Evidence of the dog should be removed before leaving the cottage.