



TERMS AND CONDITIONS

GENERAL

1.1 Beehive Restorations Ltd is a company registered in England with the Registration number 5633744 and the registered address is Beehive Cottages, 14 Fish Street, Goldhanger, CM9 8AT.

1.2 Customers renting property through Beehive Restoration Ltd are referred to as “the Guest”.

1.3 Beehive Restorations Ltd acts as an agent for the owners of 10 Beehive Cottages (thereafter referred to as “the Owners”). The rental arrangements are made by Beehive Restorations Ltd, on behalf of the Owners and the contractual relationship is directly between the Owners of the property and the Guest.

1.4 Beehive Restoration Ltd will, on request, provide the name and address of the Owners of the property.

DURATION AND TIMES OF RENTAL

2.1 Rentals are for a maximum of four weeks and commence at 3pm on the first day of the rental and end at 10am on the day of departure unless otherwise notified. This period is hereafter referred to as “the Holiday”.

2.2 The period booked will be stated on the Booking Confirmation provided to the Guest when they book and cannot be exceeded unless written approval is given from the Owners. The Guest will be liable for any cost of whatever nature incurred because of an unauthorised extension.

DEPOSIT

3.1 If a booking is made eight weeks or more before the Holiday is due to start, a deposit of 50% of the rent is payable.

3.2 If a booking is made less than eight weeks before the Holiday is due to start, the full rent, plus any additional charges, must be paid at the time of booking.

3.3 Should Beehive Restorations Ltd not accept or reject a booking request, the rent and any additional charges paid by the Guest will be refunded immediately.

CHANGING A BOOKING

4.1 The dates of the Holiday may be changed, except within two weeks of the start date, providing the property is available for the new dates and the Owners accept the change.

4.2 The dates of the Holiday cannot be changed if the new dates are for a shorter period than the original booking and you will not be entitled to a refund if you choose to leave earlier.

FINAL PAYMENT

5.1 Unless otherwise agreed by Beehive Restorations Ltd in writing, the price for the Holiday shall be the rent for the property as set out at the time of the booking.



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5.2 Subject to condition 6, as soon as the booking is received and accepted by Beehive Restorations Ltd, the Guest is liable for payment of the balance of the rent, along with any additional charges.

5.3 Payment of the rent and additional charges are payable to Beehive Restorations Ltd 21 days before the start of the Holiday ("the Due Date") and non-payment by the Due Date may be treated as a cancellation.

5.4 If payment is not received by the Due Date, then the Guest will lose their booking and the deposit will be forfeit.

5.5 Beehive Restorations Ltd shall not be responsible for sending reminders of the Due Date. The Due Date will be set out on the Booking Confirmation.

CANCELLATION

6.1 A booking can only be cancelled prior to the start of the Holiday

6.2 A Guest who wishes to cancel the Holiday must notify Beehive Restorations Ltd in writing ("Cancellation Notice")

6.3 In the event that a cancellation is made, then a cancellation charge is payable depending on the number of days before the Holiday start date the Cancellation Notice is received by Beehive Restorations Ltd. The amount payable is set out below:

Number of days before Holiday start date that notification is received	Cancellation Charge (as percentage of the rental cost of the Holiday)
0 – 13 days	100%
14 – 27 days	75%
28 – 55 days	60%
56 days or more	Deposit

OPTIONAL EXTRAS

7.1 Where the property being rented has optional extras, they are listed in the Brochure and online. These will be charged at the rates shown.

DISCOUNTS

8.1 A discount of 5% may be available to a Guest who wishes to re-book a property for a week or more which they have rented during the previous 18 months. Only one discount may be applied to each booking and this will be reimbursed separately by Beehive Restorations Ltd in the form of a cheque.

PRICE CHANGES

9.1 Beehive Restorations Ltd reserves the right to amend any prices due to errors or omissions but such changes shall be notified to the Guest as soon as possible and the Guest shall be able to cancel the booking if the amended price is significantly higher than the original price quoted.



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METHOD OF PAYMENT

10.1 Payments may be made online at the time of booking or by cheque. Cheques should be made payable to Beehive Restorations Ltd and can only be accepted up to two weeks prior to the Holiday. Post-dated cheques are not acceptable. Any charges raised against Beehive Restorations Ltd by their bank for handling dishonoured cheques, bank transfers or any other payments will be passed on to the Guest who is liable to reimburse Beehive Restorations Ltd within seven days of receipt of notification from Beehive Restorations Ltd.

OVERSEAS BOOKINGS

11.1 Overseas Guests may pay in Sterling by cheque drawn on a UK bank, MasterCard, Visa card, or by international electronic transfer. Any charges for payments from overseas will be passed on to the Guest.

ELIGIBILITY

12.1 Beehive Restorations reserve the right to refuse bookings from:

- a) groups of two or more single people under the age of 18;
- b) all male or female parties of more than three people.

THE HOLIDAY

13.1 The Guest has the right to occupy the property for a holiday only (within the meaning of Schedule 1, Paragraph 9 of the Housing Act 1988).

THE GUEST'S OBLIGATIONS

14.1 The Guest agrees:

- a. To pay for any losses or damages to the property and the contents caused by the Guest or a member of their party (reasonable wear and tear excluded). If it is proved that damage is directly attributed to the Guest then Beehive Restorations Ltd, on behalf of the Owner, has the right to reclaim any costs incurred up to the sum of £150 from the card the Guest used to pay for the Holiday and up to £500 for a corporate booking. All damage or breakdowns must be reported immediately so that issues can be put right before the arrival of the next guests;
- b. To take good care of the property and leave it in a clean and tidy condition at the end of the Holiday. A cleaning service is not provided during the Holiday. Should the Owner be dissatisfied with the condition of the property upon the Guest's departure they may refuse to take a booking from that Guest again;
- c. To permit the Owners and Beehive Restorations Ltd reasonable access to the property;
- d. Not to part with possession of the property, or share it, except with members of the party shown on the Booking Confirmation;
- e. Not to sell or transfer the booking to another party without Beehive Restorations Ltd.'s agreement;
- f. Not to exceed the total number of people stipulated in the property description;
- g. Not to cause an annoyance or become a nuisance to occupants of adjoining premises;
- h. Not to smoke within the property.



NON-AVAILABILITY OF PROPERTY

15.1 If for any reason beyond the Owners' control the property is not available on the date booked (owing, for example, to fire damage) or the property becomes unsuitable for holiday letting, all rent and charges paid in advance by the Guest will be refunded.

LIABILITY

16.1 Beehive Restorations Ltd will not be liable for any act, neglect or default on the part of the Owners or any other person not within their employ or otherwise under their control, nor for any accident, damage, loss, injury, expense or inconvenience, whether to person or property, which the guest or any other person may suffer or incur arising out of, or in any way connected with the rental unless Beehive Restorations Ltd is responsible. In addition, the Owners and Beehive Restorations Ltd accept no liability for loss or damage to the guest's possessions on the Owners' property or land.

16.2 Nothing in these conditions excludes or limits the liability of Beehive Restorations Ltd or the Owners:

- a) for death or personal injury caused by Beehive Restorations Ltd or the Owners' negligence;
- b) for any matter which it would be illegal for Beehive Restorations Ltd or the Owners to exclude or attempt to exclude their liability.

PROPERTY DESCRIPTION

17.1 Some of the information we publish relates to matters beyond the property such as shops and public houses. Closure of such premises and other changes to external facilities are outside Beehive Restorations Ltd control. If Beehive Restorations Ltd is aware of any materials changes to this information at the time of the Guest's booking, then it shall endeavour to inform the Guest of these changes.

COMPLAINTS

18.1 All complaints must be notified to Beehive Restorations Ltd as soon as reasonably practicable, as Beehive Restorations Ltd may be required to carry out an on-the-spot investigation and if necessary, request the Owners to take remedial action. Guests have a legal obligation to mitigate their loss.

18.2 If Beehive Restorations Ltd or the Owners are denied the opportunity of investigating the complaint within a reasonable time or denied the opportunity to put matters right during the Holiday, then the Guest will waive all rights.

PETS

19.1 Pets are only permitted with the prior consent of Beehive Restorations Ltd or the Owners and where pets are permitted; they are to be kept under control and exercised off the premises.

19.2 Pets are not permitted in the bedrooms or on the furniture and neither Beehive Restorations Ltd nor the Owners can accept responsibility for their safety. Pets must not be left in the property unsupervised as this can result in considerable damage to the property and distress to the pet. A charge will be made for each pet.



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INVENTORY

20.1 Where an inventory is provided, any discrepancies are to be reported to the Owners within 24 hours of arrival, otherwise the inventory will be deemed to be correct.

BED LINEN AND TOWELS

21.1 Bed linen and towels are changed between Holidays and a fresh set is provided weekly during Holidays.

VAT

22.1 VAT is not payable.

BREACH OF CONTRACT

23.1 If there is a breach of any of these conditions by the Guest or any of their party, the Owners or Beehive Restorations Ltd reserve the right to re-enter the property and end the Holiday and ask the Guest and their party to leave.

23.2 If there is a breach of any of these conditions by Beehive Restorations Ltd or the Owners, then the Guests have the right to end the Holiday and leave.

23.3 Ending the Holiday by Beehive Restorations Ltd, the Owner or the Guest does not affect that party's other rights and remedies.

GOVERNING LAW AND JURISDICTION

24.1 Any dispute will be governed by the non-exclusive law and jurisdiction of the English Courts.

AUTHORITY TO SIGN

25.1 The person who completes the booking certifies that:

- a) He or she is authorised to agree the Booking Conditions on behalf of all persons included on the booking, including those substituted or added at a later date;
- b) The signatory is over 18 years of age;
- c) They agree to take responsibility for the party occupying the property, and to notify Beehive Restorations Ltd if they are not a member of that party.

DISCREPANCIES

26.1 In case of a discrepancy with these Booking Conditions or content, please refer to Beehive Restorations Ltd for the most up-to-date Booking Conditions which shall prevail, but this shall not limit Beehive Restorations Ltd.'s liability for failure to supply the accommodation as described in the brochure.

VALIDITY CLAUSE

27.1 In the event that a court finds that a condition in these Booking Conditions is illegal or void, the illegal or void provision will be severed from the remainder of the Booking Conditions, which will continue to be valid and have full force and effect.