

## **Booking Conditions (Our COVID -19 policy is at the bottom of these terms)**

HOLIDAY HOME HUNTER (the agents) act solely as booking agents for (the owners) of holiday accommodation let for holidays to you (the holidaymaker). Whilst every effort has been made to ensure that particulars of the accommodation offered are accurate, and will be available as arranged, we can accept no responsibility if the accommodation does not, in fact, meet with your requirements. Before making a reservation, please check that the accommodation and area you have chosen is entirely suitable for ALL members of your party. We are happy to answer any questions regarding suitability of property for your party e.g. position, steps, type of garden etc. Whilst we have affected an introduction on your behalf, your contract is with THE OWNER of the holiday accommodation.

### **Deposits**

A provisional booking can be made but only confirmed by booking online and on receipt of a non-refundable deposit, being 25% of the accommodation price plus £25 booking fee and accompanied by our online booking form, completed by the lead name of the party, who must be over 18 years of age. When a booking is made within 8 weeks (56 days) of the arrival date, the full accommodation price must be paid plus any extras. You will be asked to tick the box to say that you have read, understood and will abide by these booking conditions and that you are over 18 years old. If you pay by card online, you will be asked if we can use the same card to pay your balance payment when it becomes due. A confirmation will be emailed to you and a legal contract has then been formed.

### **Final Payment**

The confirmation invoice will show the balance due including any additional costs (if applicable) and will indicate the balance due date. The full balance must be paid no later than 8 weeks prior to the start of your holiday. We can take your balance for you when it becomes due if you ticked to agree to it at deposit stage but you still get a reminder anyway. A receipt will be emailed upon receipt of the final balance. There is no longer a fee charged for taking credit cards or debit cards if paid over the phone or if payments are made online. The arrival details will show the final key collection arrangements and this will be emailed to you a week before the holiday. You will also have access to guest login/MyStayPlanner.

### **Cancellation Charges**

Should you have to cancel your holiday for whatever reason, we require all cancellations to be notified by telephone or confirmed in writing or by email to us at Holiday Home Hunter. Without written confirmation or email we cannot process your cancellation. On receipt of the written cancellation email or letter your cancellation charge will be calculated. A cancellation charge will be payable - this will be based on the number of days before the holiday start date that the cancellation is received in the Agents' office in writing or by email. It is as specified in the table below:

Number of days before holiday start date that	Cancellation Charge (as percentage of the total)
0 – 13 days	100%
14 – 27 days	75%
28 – 55 days	60%
56 days or more	Deposit

## **Holiday Insurance**

Your booking is a legally binding contract, and like all contracts you should protect yourself in case things go wrong. To avoid the added stress of cancellation charges and for your complete peace of mind we highly recommend that you take out holiday cancellation insurance. Details of a one of the many insurance companies will be available on-line via a link from the INFO drop down on our website. Alternatively, you may choose your own insurance cover or you may already have an annual policy with your bank or credit card. All persons named on the booking form should be covered. An additional cancellation fee of £25 will be added to cover our administration.

An adequate insurance should cover you against accommodation deposits or charges which you have paid or are contracted to pay in respect of any or part of the holiday which you are prevented from undertaking and where the appropriate premium has been paid.

The insurance should cover cancellation or curtailment of your holiday due to death, injury, illness, redundancy, summons for jury service or as a court witness, your home becoming uninhabitable or you being required to assist in police enquiries. Close relatives who are not travelling, are usually also protected if you cancel your holiday due to their death, suffering severe accidental injury or a serious illness.

If you have to cancel for a reason not covered by insurance, the same charges apply. For Covid-19 cancellations please see our COVID -19 policy for terms.

Please note that if you have booked and paid for one of our properties via an online booking agency like Homeaway, TripAdvisor or Airbnb for example, sometimes their cancellation agreement applies rather than the Holiday Home Hunter one described above.

## **Changing a Booking**

A change of holiday accommodation after the deposit is received constitutes a cancellation. If you need to change the date however, we will endeavor to do so subject to authorisation from the owner and at our administration charge.

## **Administration Charges**

We will make an administration charge of £25 for the following: cancellations and/or change of booking.

## **Extras**

These are shown in each property description and will be charged at the rates shown on the website when booking.

The charge will be shown on your booking confirmation invoice and is payable with the balance. Where security deposits are required by the owner to be held, a pre-authorisation on your debit or credit card will be made 4 days before the holiday, and then cancelled 4 days after departure if no damages occurred.

## **Important points**

Accommodation is available for the times stated on your arrival email. Rather than the usual check-in time of 3pm and check-out of 10am that regular guests of HHH are more used to. This is due to COVID 19 extra cleaning and disinfecting protocols. This also means waiting to park I'm afraid as cleaners, maintenance and contractors will need the space up until check-in time. All units are furnished and equipped for the number of persons stated in each description. It is important for insurance purposes that only the people listed on the booking form can stay at the property. Any alterations should be noted and agreed by HHH and the owners prior to the stay. This is also mandatory for fire regs.

## **Price Changes and Alterations**

The Agents reserve the right to amend any prices or details due to omissions or errors.

## **Payment Method**

At the end of the online booking process we accept payment by cards via a secure card capture host called HolidayRentPayment, by BACs or you can opt to call to pay by card for which there is no charge made. We can only take card payments over the phone during office hours 10 till 3 weekdays. We do not make a charge to take card payments. Overseas holidaymakers must pay by debit/credit card only. *Please note that when booking and paying by card online you will be asked whether you will authorise us to use the same credit/debit card used at the time of booking to make payment for the deposit, to process future payments on the booking such as the balance and security deposit (if required). This is up to you to agree to or decline.*

## **Restrictions for groups**

Unfortunately, we cannot accept bookings from all male or female parties comprising more than three people or groups of single persons under the age of 25.

## **Holidaymakers Agreement**

Holidaymakers must agree to:

- a. pay for any additional costs as stated on the accommodation details.
- b. pay for any losses or damage (excluding reasonable wear and tear), unless the costs can be fully recovered under the owner's insurance policy. Some properties require a security/damage deposit; details will be shown in the individual descriptions.
- c. take good and reasonable care of the property and to leave the property and all equipment in a clean and tidy condition.
- d. permit the owners and agents reasonable access to the property.
- e. abide by and not exceed the total number of persons in the property as stated on the property details.
- f. report to the agent or the owner any items missing from the inventory (if provided).

## **Liability**

The agents accept no liability for an 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 damage, loss, accident, injury, expense or inconvenience, whether to person or property, which the holidaymaker or any other person may suffer or incur arising out of the letting, or is in any way connected to the letting.

## **Non-Availability of Property**

Should the case arise that the property, for reasons beyond our control, is not available after booking has taken place, all charges paid in full by the holidaymaker will be returned in full. The holidaymaker will have no further claim on the owner or the agent.

## **Property Descriptions**

All property descriptions are accurate at time of press and the agents aim to ensure that any information provided by property owners is accurately conveyed on the Holiday Home Hunter website. However, any changes will be notified to you as soon as possible after we have been made aware of the situation. We cannot be held responsible for such changes.

## **Complaints and Losses**

All complaints must be notified to the agents immediately so that an investigation can take place and take any action necessary. Compensation cannot be made for any complaints that are made after the holiday period has ended or where the holidaymaker has denied the owner or agent access to resolve such matters. We will then put this complaint to the owners for their decision.

We cannot accept responsibility for any items left behind in your accommodation after you have vacated the property, however, for the cost of £15 to cover postage and administration (at our discretion) we will return them to you by post. See full details below in Lost Property>Returns.

## **Legalities**

The 'lead party' (who must be over 18) name must take responsibility for the entire party booking. Should any of the party members not conform to any of these conditions, the owner or the agent reserve the right to enter the property and terminate the tenancy.

## **Dogs/pets**

Many of our holiday homes accept well behaved dogs but puppies are not allowed or any other pets. Dogs are not allowed on furniture or into bedrooms and all their bedding, blankets and feeding equipment should be brought. No dogs should be left un-supervised at any time in the property. Please note that even though a property may not accept pets this does not automatically guarantee that no pets have ever been there. (Some owners bring their own pets but do not allow others to bring theirs). If you or anyone in your party suffers from allergies you will need to check with us before booking. A charge of £20 per dog per holiday is required except for Seascape, 7 Pebbles Court & Stepping Stones.

## **Lost Property /Returns**

Please try to check your property thoroughly before leaving but in the event of an item being left we may post to you within the UK at a cost of £15 (at our discretion) per item to include postage and packing. We reserve the right to make a higher charge should the postage and packing exceed £5 or administration becomes particularly lengthy.

## **Arrivals and departures**

Our properties are cleaned by the owners' housekeepers/cleaners. They are aware that people can arrive any time after the time given on the arrival instructions, so the key is put in the key safe by then. All our properties have a key safe. Details of where they can be found and how to open them and the code will be on the arrival details which are emailed to guests once the booking is paid in full.

We appreciate that people often arrive early to the resort and want to get into the property but we sometimes need that time to get maintenance issues resolved and to complete cleaning. For insurance purposes the letting commences at the time given on your arrival instructions (emailed one week before) and the key safe code will be on your arrival instructions. Some properties have alternative arrangements, details of which will be in the arrival instruction email. At the end of the holiday our guests are asked to leave by the time stated on the instructions on their leaving day to allow the cleaners to start to prepare for the next guests. This is particularly important now during the pandemic.

## **Linen and towels, heating and hot water.**

Heating and hot water are inclusive in most properties; there are none with coin meters. Most (but not all) owners provide linen, a bath towel and hand towel per person or at least a bath towel and hand towels in each bathroom but please check on your booking confirmation. The linen details on each individual place are sent to you on your confirmation invoice. Beach towels are not provided so you will need to bring your own. Please take a look at the "What's provided" page on the "Info" drop down menu. Cot linen is never provided due to health and safety recommendations.

## **Car parking**

Information on parking will be on the web page for each property. Some have space for one car and others may have provision for more but it should state this in their properties description or on the info panel to the right of the page. A visitor space does not always mean guests have exclusive use of it for an additional car for the whole holiday. It generally means that if guests have a day visitor they can park on the premises if one of the visitor spaces is available for a few hours. You will need to call and ask for info on parking if you are bringing an additional car to the number advertised.

## **Baby equipment**

Quite a few places have cots, travel cots, and some have high chairs and other items but you will need to check what is provided by calling the office unless it is shown in the written description on our website. We can tell you if they provide a travel cot or a permanent cot but we cannot tell you any specific sizes as they are all different makes, provided by the owners and changed from time to time when they require replacing. Due to health and safety we are not allowed to provide cot bedding. To save space in the car it is always worth checking with us first. We have details of agencies that can hire out equipment so that is another option. If you bring or hire a stair-gate, please be careful not to mark the walls when fitting them.

## **Wi-Fi**

Most of our places have free Wi-Fi. There are just a couple of holiday homes without Wi-Fi. However, in some areas you can find a BT hot spot, it's only free if you are a BT customer by using your own password or you can pay otherwise. The BT website has lots of info under their Broadband section. Some of our places with Broadband might only have a limited free allowance before they are charged so please limit downloading and streaming unless you are sure they have an unlimited service. It must be noted that North Devon Wi-Fi reception may not be anywhere near as the reception where guests live. It can sometimes be slow and intermittent and we can't be held responsible for that.

## **Our Green Policy**

- Please turn lights off when not in rooms
- Do not leave phone chargers plugged in and on when not in use
- Don't use washing machines for small loads
- Avoid excessive use of tumble driers, use inside & outside airers where possible
- Please recycle as much as possible
- Don't leave the heating on when out or leave
- Try to bring just one car

## **Group bookings**

Some of the places we manage lend themselves to groups of family members or friends either by sharing a larger property or by taking several places within the same complex. We have strict rules about groups though. Unfortunately, we can't accept bookings from all male or all female parties comprising more than 3 people or groups of people if under the age of 25. Usually an extra security deposit will be held until after the holiday. Care must be taken to ensure that if cooking utensils are moved around between apartments that they are returned to the right place at the end of the holiday as more often the places are owned by different owners so this can cause problems.

## **Security Deposits**

Some of our holiday home owners ask us to hold a security deposit by pre-authorized card. This is to cover loss or damage to a property or its contents. The house keepers are asked to contact us by the Monday close of business after guests vacate if there is a need to collect monies. It is rarely necessary to retain money from the security deposits as most people are very careful and respectful but it is in place to protect the owners. Occasionally there is a need to retain some money if a property is left in a bad state by the guests causing the house keepers a much longer clean and in turn costing the owners more. We will always discuss this with you. The security pre-authorized hold will be taken 4 days before and released 4 days after your holiday if no damages or claims are reported by the house keepers.

## **Good old GDPR and our Privacy Policy**

We now use a fully automated Property Management System so no personal or payment details will be kept on paper or on our office computers. If you would like further details on this then please call the office on 01271 870067 and ask for Madeleine to call you back.

**These booking conditions were amended on 21<sup>st</sup> November 2020.**

## **Holiday Home Hunter Covid-19 Policy as 24/07/2021**

Updated 24/07/2021

Since 19<sup>th</sup> July 2021 things have become almost unrestricted but these are our guidelines in case the situation should change.

If your dates become restricted by general lockdown, then we will of course offer postponement, credit voucher or refund. We will waive our £25 amendment fee for this category but retain our £25 booking fee that was paid at booking stage.

If you experience a local lockdown where you live, please contact us by email to discuss your options. We will waive our £25 amendment fee for this category but retain our £25 booking fee that was paid at booking stage.

For customers who have a holiday booked with us for a date NOT restricted and choose to postpone their holiday to a later date will be subject to the owner's discretion and agreement. Otherwise, it will be treated as cancellation. In addition, our normal £25 amendment fee will be charged as per our terms above.

Customers who consider cancelling their holidays for arrival dates OUTSIDE the government's restricted dates will be subject to our normal cancellation charges as per our terms above. In addition, our normal £25 cancellation fee will be charged, and we retain the original £25 booking fee paid when booking was made.

For new customers please be aware that you are booking in the knowledge of the COVID-19 pandemic and therefore please take out your own insurance policy to cover your stay should you or any member of your party get Covid-19 and you need to cancel.

Our policy is to only accept bookings which comply with the latest Government advice. You will be asked to verify this at time of booking.

Our phone line can be difficult to get through on during this time so it's best to email us at [info@holidayhomehunter.co.uk](mailto:info@holidayhomehunter.co.uk) if you are affected by COVID -19 in some way and need to talk to us.

We are very pleased to welcome you again. Our business is ensuring that your property is cleaned to the very highest standards, investing extra hours and cleaning materials to reduce risk to Covid. We will also appreciate all guests to understand the following guidelines issued by the government and explained here by **PASC, The Professional Association of Self-Caterers.**

## **What happens in England if Guests in Self-Catering get Covid, get pinged, get told to self-isolate?**

### Key points

- What to do if guests test positive for Covid whilst in self-catered accommodation
- If guests cannot come to stay because they are self-isolating, do they get a refund?

### Key Points

When do you have to self-isolate under the current rules?

- You have any symptoms of Covid-19 (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- You have tested positive for Covid-19
- Someone in your household bubble has symptoms or tested positive
- Someone in your childcare or support bubble has symptoms and you've been in close contact with them since their symptoms started, or during the 48 hours before they started
- Someone in your childcare or support bubble tested positive and you've been in close contact with them since they had the test, or in the 48 hours before their test
- You've been told you've been in contact with someone who tested positive by NHS Test and Trace

If you have Covid symptoms you and other members of your household must self-isolate for a period of 10 days from the day you developed the symptoms.

If you have symptoms but then undertake a PCR test and the result is negative, you and other household members are no longer required to self-isolate.

If you have symptoms and your PCR test is positive, you and other household members need to continue to self-isolate for 10 days. The self-isolation period includes the day your symptoms started and the next 10 days.

If you do not have symptoms and your PCR test is positive, you and other household members need to self-isolate for 10 days. The self-isolation period includes the day that you took the test and the next 10 days.

If you have been texted, emailed or called by NHS Test and Trace and told to isolate due to coming into close contact with someone who has the virus,

you must self-isolate for 10 days from that last day that you were in close contact with the person that tested positive. If you undertake a PCR test after being told to self-isolate by Test and Trace and the result is negative, you must still continue to self-isolate for the 10-day period.

If you have been “pinged” by the NHS Covid-19 app and it has told you to self-isolate, you are strongly advised to do so. The app will provide you with a countdown timer telling you when you can leave self isolation based on the date that you were in close contact with the person that tested positive

#### As It Applies To Our Guests

If a guest tests positive for Covid then they must isolate by law, fine for not doing so starts at £1000.

If a guest is told to self-isolate by NHS Test and Trace via text, email or phone call, then they have to self-isolate by law. The fine for not doing so starts at £1000.

However, if a guest gets ‘pinged’ by the Test and Trace app, then they are strongly recommended to self-isolate, but it is not a legal requirement.

Self-isolating also means that the guest and all household members must remain at home if it occurs before their visit. There are very limited options for leaving the building, see further down for full details, in general terms, what to do if you are contacted by the NHS says:

#### Definitions.

*‘Self-isolation if you have symptoms’ means you and all household members must remain at home. Do not go outside your home for any reason, that is to work, school or public areas, and do not use public transport or taxis. The guidance for households with possible COVID-19 infection page has more information on self-isolation.*

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

*‘Contact’ means a person who has been in close contact with someone who has tested positive*

*for COVID-19 and who may or may not live with them.*

*It is a legal requirement to self-isolate if you test positive for COVID-19 or if you are identified as a contact and told to self-isolate by Test and Trace. Failure to self-isolate for the full time-period can result in a fine, starting from £1,000.*

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

## **What to do if guests test positive for Covid whilst in self-catered accommodation.**

In short, if a guest tests positive for Covid whilst staying with you, they should return home at once if they reasonably can. If they cannot, and the accommodation is available then they should pay for the accommodation. If the accommodation is not available, then the guest needs to make other arrangements.