**Terms and Conditions**

**Rental Contract**

This contract is for a short-term holiday rental made between the client and the owners of Otter Lodge (the property) binding from such time that booking is made and inclusive of all the following conditions.

By making a booking the client contracts on behalf of himself/herself and all those in his/her party and represents that he/she has the authority to accept these conditions on behalf of and binding upon all guests in his/her party.

Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, excepting babies, the number of people in the property is limited to that disclosed on booking. The client and any friends or family of the client visiting the property while the client is staying there must adhere to the conditions of the contract, including the rules and procedures contained in the information folder provided in the property.

**Payment**

A non-refundable deposit of £50 together with an additional £100 refundable\* security deposit is payable on booking (\* subject to the Breakages Damages and Dogs clauses). Bookings are provisional until the deposits are received and are held for 48 hours. The balance shall be payable in full on booking or no later than 28 days before the commencement of the rental. Non-payment of the balance of the rent on or after the due date will be construed as a cancellation of the contract by the client and deposits will not be refunded. Subject to these Terms and Conditions, the security deposit will be repaid in part or full on or before the 25th of the following month of your stay by BACS transfer.

**Cancellation**

In the event of a cancellation the total weekly rental cost is payable. If full payment has yet to be made, both deposits will count as full payment and will be non-refundable. Any cancellation made by the client for whatever reason shall be in writing and emailed to otterlodgechaletl@aol.co.uk. On receipt of the notice of cancellation Otter Lodge will seek to re-let the property for the period of booking. If a re-letting is achieved, Otter Lodge will refund monies already paid by the client less the non-refundable deposit and an administrative charge of £50. This only applies to cancellations made a minimum of eight weeks prior to the date of arrival so the client is therefore strongly advised to take out holiday cancellation insurance. Cancellations up to and including eight weeks before arrival date will not receive any rental or deposit refunds.

**Period of Hire**

Rental for Otter Lodge commence at 1400hrs on the day of arrival and terminates at 1000hrs on the day of departure and keys must be returned to the filling station on departure. The key will be available to collect between 1400hrs and 1945hrs on day of arrival.

**Right of Entry**

Whilst respecting the reasonable privacy of the client, the owners; their representatives of Otter Lodge and the Site Management reserve the right to access the property at all times, if necessary, for repairs, emergencies and for any situations which may arise.

**Care of the Property**

The client and their party shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair, condition, cleanliness and tidiness as at the commencement of the rental period.

**Breakages or Damage \***

The client is required to inform the owner of any damage or breakage in or around the property promptly so that it can be repaired and replaced for the next client. The client is bound to reimburse the owners for replacement, repair or extra cleaning costs where reasonably demanded by the owners for damage caused by the client. A full inspection of the property and inventory check will be carried out after the clients’ departure and a full report submitted to the owners to determine the return of the Security Deposit. **A minimum 10% of the security deposit will be deducted or value of replacement (whichever is greater) for any losses or damages to the owners’ property and possessions subject to the extent of the damage.**

**Rules and Procedures**

Clients are advised to read the information contained in the welcome folder provided in the property. Due to the nature and situation of the property, there is no telephone line or hard wired TV aerial available. There is optional 4G PAYG WiFi at the property.

**Smoking**

Smoking is not permitted anywhere inside the holiday accommodation but is permitted outside on the Veranda and public gardens of the site. All cigarette debris must be extinguished in a safe and responsible manner and rubbish disposed of.

**Pets**

Subject to the undernoted additional Terms and Conditions, a maximum of Two\* Dogs (unless prior arrangement has been confirmed) may be permitted to holiday with their owners (at the property owners’ discretion)

**If you allow your dogs on the furniture or beds, please ensure all pet hairs are removed before vacating the premises. It is preferred that owners bring their own throws/dog blankets to protect the furnishings. Damages caused to the owners’ possessions, property or defecation will result in the deduction of a minimum 50% security deposit refund.** The cleaning contractors submit a full report to the Owners with photographic evidence if applicable on the clients’ departure. Dogs must not be left unattended for prolonged periods of time in the lodge unless secured in a pet cage and during their stay must not excessively bark or disrupt the other residents on the site. The residential Site Manager will monitor excessive disruption and will act if deemed necessary.

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When away from the lodge dogs must be kept on a lead under the full control of a responsible adult at all times. The client must clear up after the dog promptly, whether in the vicinity of the Lodge or out on a lead in the Chalet Park gardens and dispose of bagged waste in an exterior bin.

The client is responsible for any damage howsoever caused by their dog(s) and liable to reimburse the owner for any replacement or repair thereby necessitated if greater than the security deposit. The owners reserve the right to terminate the contract if the behaviour of the client's dog is considered unacceptable and/or causing upset and inconvenience to other residents.

**Liability**

The owners of Otter Lodge are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused. The client or members of his/her party cannot hold the owners of Otter Lodge liable for any personal injury/death howsoever sustained where the owners and/or their employees have used reasonable skill and care; and/or where caused by the fault of the person(s) affected or any member(s) of their party (including inadequate supervision of children); and/or where caused by the fault of a third party, and/or where caused by an event that could not have been reasonably foreseen or avoided.

**Your booking constitutes that you have read and agreed to abide by these Terms and Conditions and have accepted the content therein as a binding contract.**