



# Terms and Conditions for Bethnal & Bec

## Holiday Letting agreement

Please read these conditions of hire carefully. When making a booking, once your booking is confirmed you are bound to this agreement.



### The Guest Agrees with the Owner as follows:

1. To pay the letting fee. For bookings within 12 weeks, full payment of the fee is due on confirmation of booking. For stays which are booked more than 12 weeks out, a 30% deposit is needed to secure your booking, the balance is due 12 weeks before your stay.
2. Your booking will be confirmed via email within 24 hours of receipt of this payment. Although we would not anticipate any costing errors, should there be an obviously incorrect price shown, then we will email a new invoice to you and will not be bound by the incorrect price shown.
3. Not to deface, make any alterations or additions to the interior or exterior of the Premises or to the decoration, fixtures or fittings of the Premises or to the furniture.
4. To keep the furniture, soft furnishings and equipment in their present state of repair and condition and to replace with similar articles of at least the equivalent value and standard, any items of furniture which may be found to be missing or destroyed (reasonable wear and tear excepted).
5. Not to remove any of the furniture from its present position in the Premises.
6. To use the premises as a private holiday residence for a maximum of two people only and not for any other purposes whatsoever.
7. Not to affix any poster or placard to the interior or exterior of the Premises.
8. Not to do or permit to be done anything which may be a nuisance or annoyance or cause of damage to any neighbouring or adjoining property.
9. Not to do anything or suffer or permit anything to be done as a result of which any policy or insurance held by the Owners on the Premises may become void or voidable or subject to an increased rate of premium.
10. Not to use the property for any illegal or immoral purposes.
11. Not to play or permit to be played in the premises any musical instrument or sound production equipment between 10.00pm and 9.00am or so as to be audible outside the premises.
12. Not to play music outside after 10.00pm.



13. To permit the Owners or their agents access to the Premises to deal with any maintenance or security issues.
14. The retreats & your private gardens are strictly **NON-SMOKING**. You can smoke under the carport where there is a cigarette bin provided. A charge of £200 will be made if we find any evidence of smoking\* in the property or the garden (\*smoking includes all tobacco products, vaping and e-cigarettes).
15. Not to remove waffle robes or slippers.
16. A £20 fine per item will be levied for any missing items.
17. To inform the owner in advance of arrival of any pets accompanying the guests and to keep their pets fully under control during their stay.
18. To inform the Owner of the expected departure day and time if it is different from the reservation form.
19. Check out is STRICTLY 11am. We require the full window of time between check out and check in to clean the retreats. Late check out after 11am will incur a charge of £100, check out after 11.30am will incur a fee of £200.
20. A fully refundable £200 honesty pantry/good housekeeping/breakage deposit will be requested 7 days before the start of your stay. If applicable this can be processed as a pre-authorisation on the credit or debit card used to book the retreat. This pre-authorised amount will be made available to the renter within 7-days of the end of the stay.
21. To accept and abide by the General Booking Terms & Conditions included as part of this Holiday Letting Agreement.



## Breakages / Damages / Extra Cleaning Cost

To agree to keep the retreat clean and tidy and to leave it in a similar condition of cleanliness to when you arrived. Any additional cleaning of the property, following your departure, beyond the normal amount reasonably required, may be charged for.

The Guest will report any loss or damage to the property or contents to the Owner as soon as possible. The Guest will allow access to the property by the Owner at any reasonable time to perform an inspection. The Guest will replace with similar articles of at least the equivalent value and standard, any items of furniture which may be found to be missing or destroyed (reasonable wear and tear excepted).



Any bed linen, towels, robes etc which incur stains that are not able to be washed out will incur a replacement charge equal to the value of said items (please note that the bed linen is of a high quality, ie relatively expensive).

If damage occurs to the Property as a result of the actions of Guests during the stay, where the extent of that damage is so severe that the Owner must (in their sole opinion) cancel and/or refund subsequent bookings, the Owner may bring a claim against you for any loss arising as a result, including the cost of refunding other guests affected by cancelled Bookings and any additional administrative fees incurred in respect of the same.

A maximum of 3 medium sized dogs or 2 large dogs are welcome in each of the self catering properties. A cleaning charge of £30 per booking will be added to the Rental to cover additional dog costs (please see dog policy at the end of this doc).



## Outdoor Baths

Strictly NO SMOKING or EATING in or near the OUTDOOR BATHS and NO DOGS in the OUTDOOR BATHS. We are happy for you to have a drink though please use the plastic glasses provided in the retreats. Please inform us if any glass was broken in or near the outdoor baths so we can make sure it is definitely cleaned up before the next guests.

If the outdoor bath is not available during your stay due to maintenance/repair issues then we will provide £30 compensation per day the tub is not available.



## Electrical Vehicle Charging Policy

### 1. About this policy

1.1 This policy sets out how Electric Vehicles (EV) should be recharged while at the Property and the responsibilities of EV owners in respect of safe charging.

1.2 Any reference to "Property" in this policy is a reference to the Property including any garden, grounds, outbuildings, garages or communal spaces.

1.3 This policy forms part of our contract with you. A breach of this policy will constitute a breach of the contract between us.



## 2. Who does this policy apply to?

2.1 This policy applies to all members of the Booking Party and such other visitors of the Property. It shall be the responsibility of the Lead Guest to inform all members of the Booking Party and any visitors of this policy.

## 3. What is an Electric Vehicle?

3.1 For the purpose of this policy an EV is any vehicle that uses electric motors, either fully or partially, to drive its wheels. It will derive some or all its power from rechargeable batteries which requires connection to the electricity grid (plug-in). This includes fully chargeable and plug-in hybrid cars, motorbikes, buggies, scooters, mopeds, bicycles, utility vehicles and tracked vehicles.

## 4. Domestic chargers are not permitted at the Property

4.1 Most EVs are supplied with a domestic charger, commonly known as a 'granny charger' or a 'trickle charger'. These cables recharge the EV using a domestic power source via a 3-pin wall socket.

4.2 Domestic chargers are not suitable for use in the Property and will create a fire hazard. **The use of domestic chargers is strictly forbidden.**

4.3 We retain the right to carry out reasonable inspection, on a without notice basis, to ensure that granny chargers are not in use in the Property.

4.4 You are solely liable for any damage or loss suffered by us as a result of your unauthorised use of domestic chargers.

## 5. Dedicated Charging Points

5.1 The Property has **TWO** dedicated charge points. The first is located in the **CARPORT FOR THOSE STAYING IN BETHNAL & BEC RETREATS**. The second is located in the **PARKING AREA OF THE FOALING BOX FOR FB GUESTS**. It is the user's sole responsibility to supply a suitable charging cable to avail of the **DCP**.

5.2 **DCPs are exclusively for the use of the Booking Party, our staff and approved contractors. Visitors to the Property who do not comprise the Booking Party are not permitted to use the facilities without our express permission.**

5.3 **DCPs are subject to fair usage and the following energy consumption charges:**

<b>PER KW</b>	<b>60P</b>
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such charges shall be applied to the Booking and subsequently settled upon Check-Out in accordance with the Guest Terms.

5.4 **You MUST NOT:**

- a) use a DCP if you are not authorised to do so;
- b) use any splitting cables or modify the DCP in any way;
- c) smoke in the vicinity of any DCP;
- d) use the DCP for any commercial EV such as a taxi, ridesourcing or ridesharing EV (such as Uber, Lyft or similar services); delivery or transport EVs including buses or for any other commercial venture;
- e) occupy a DCP once charging of the EV is complete or once your fair usage period ends. We reserve the right to charge a reasonable fee where you fail to remove your EV from the DCP.

5.5 **DCP spaces must not be occupied, or access impeded, by non-EV Vehicles or EV vehicles not using the DCP for charging purposes.**



5.6 We do not guarantee the availability of a DCP and unavailability of the DCP shall not constitute a breach of our Guest Terms.

5.7 Authorisation for the use of a DCP during your Stay must be made prior to Booking. We reserve the right to withdraw this authority at any time and for any reason.

5.8 Use of the DCP is at the owner's own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the DCP unless the damage was caused directly by our negligence.

5.9 You shall be responsible to us for any damage to the DCP or loss suffered by us caused by your use of the DCP.



## On Completion of the Letting Period

The Guest agrees to leave the Premises and the furniture, in a clean and tidy state of repair and condition and in accordance with the provisions of this Agreement.

## Liability

The Owner will have no liability for death, personal injury, or loss of, or damage to, personal property including motor vehicles. In the absence of any negligence or other breach of duty by The Owner, the use by Tenants of any house or its facilities is entirely at their own risk.



## Provisions and Declarations

1. If at any time during the letting period, the fee or any part of it is unpaid or any covenant by the Guest contained in the Agreement is broken or not performed or observed, it shall be lawful for the Owners or their Agent at any time thereafter to re-enter the Premises or any part thereof in the name of the whole and upon re-entry this Agreement shall absolutely determine but without prejudice the right of action of the Owners or their Agent in respect of any breach of any covenant contained in this Agreement.
2. This Agreement is made on the basis that the Premises are to be occupied by the Guest for a Holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Guest acknowledges that this Agreement is not an assured tenancy and that no periodic tenancy will arise on the determination of the letting period.



3. As a holiday letting, this Agreement is an excluded Agreement for the purpose of the Protection from Eviction Act 1977.
4. It is the intention of the Owners and the Guest during the term of this Agreement that the occupation by the Guest of the Premises is for the purposes of a holiday let only and that the Guest occupied the Premises solely on this basis and that this Agreement shall take effect as a holiday letting Agreement only.
5. The terms and conditions of the Agreement become valid upon written confirmation by the Owners of acceptance of the holiday letting period for the agreed letting period.
6. The Owner will not be responsible to the Guest for any loss, inconvenience, damage etc beyond the control of the Owner.



## General Booking Terms & Conditions

The maximum capacity of Bethnal, Bec or The Foaling Box is two adults aged 18 or over. The Lead Guest must be authorised to make the booking and to accept these Booking Terms & Conditions. The Lead Guest will be responsible for making all payments due.



## Your Contract

A binding contract comes into existence when your booking is confirmed by email. This contract is governed by English Law. It is mutually understood and agreed that any dispute, claim or any other matter that arises out of this contract or your holiday will be dealt with by the courts of England and Wales.

## Cancellations - By You (Lead Guest)

You may cancel your booking at any time. Cancellation must be communicated to us in writing and takes effect from the date received by us.

If the accommodation is re-let the Owner will reimburse the rental cost minus a £50 administration charge.

Unfortunately if the accommodation is not re-let the following cancellation charges apply:



a) 30% of the Rentals payable, if the date of termination is greater than 12 weeks before the Commencement date

b) 100% of the Rentals payable if the date of commencement is shorter than 12 weeks before the Commencement date

Please note that we are not liable for any consequential loss or incidental expenditure resulting from the cancellation of your holiday and advise you to take out adequate travel insurance to cover your costs if you have to cancel your holiday.



### **Cancellations - By Us**

It is extremely unlikely that we will have to make any changes to your property rental. However, occasionally we may have to make changes and reserve the right to do so at any time. Most of these changes would be minor and we will advise you of them as soon as they may be applicable. If we are forced to cancel the property rental because of force majeure or for any reason that makes the property unfit for rental, you will receive a full refund of all monies paid to us.



### **Date Changes - By You (Lead Guest)**

If you would like to change the dates of your stay, please get in touch via email at the earliest opportunity. From there:

a) if the date of commencement is shorter than 12 weeks away, your request will be treated as a cancellation. We will release your dates & re-market them. If the accommodation is re-let, we will issue a refund for the rental cost minus a £50 administration charge to allow you to rebook your stay at your leisure.

b) if the date of commencement is greater than 12 weeks away, we will move your booking (subject to a £50 administration charge which will be due at the same time as your balance payment) to your preferred dates. If you are unsure of your new preferred dates, we will issue a voucher for the value paid (minus the £50 administration charge) so that you can rebook at your leisure. The stay must be taken within a year from the voucher issue date.





## Complaints

Complaints must be reported immediately to the owners of the property or to their representatives thereby giving them the opportunity to rectify the problem during your stay. If the problem cannot be rectified during your stay, you must write to us within 28-days of departure giving full details of your complaint. We cannot accept complaints if you have not followed the course of action laid down in this clause. No complaints will be entertained at the end of the hiring period or after the Guest has departed.



## Occupation of the Property

Only the named guests are permitted to use or stay in the property. If you are expecting visitors, you must let us know. The owners or our representatives have a right at all times to refuse access to the property for people who are not members of the party and to ask the Guests to leave if the property is being used by more than the advertised number of people.



## ARRIVAL / CHECK-IN TIME

This is from 16.00hrs / 4.00pm on the arrival day booked.

## DEPARTURE / CHECK-OUT TIME

This is by 11:00hrs / 11:00am on the departure day booked.

Please note that check out is **STRICTLY at 11am**.

We require the full window of time between check out and check in to clean the retreats. Late check out after 11am will incur a charge of £100, check out after 11.30am will incur a fee of £200.

**You are strongly advised to take out adequate travel insurance prior to departing for your holiday. It is your responsibility to check that your insurance cover is adequate.**





## Pet Policy

**ONLY** Bethnal and Bec are pet friendly. In each retreat there is a basket containing useful items for your stay: dog bowl, towels, throws, poo bags, magazines and room freshener. As our rooms are also used by non-pet owners too, we'd be grateful that you leave the room as you found it, clear up after your dog,

A £20 fine will be levied if dog poo is found in the private garden or if we have to dispose of used poo bags.

The Foaling Box is **STRICTLY NO DOGS**. Should dogs be found to be staying (or have stayed) the security deposit will not be refunded due to additional cleaning costs.

**COVID RULE:** Please put any used pet items from those supplied by us into the Wash Bag provided in the Pet Basket. Thank you.



- We have installed outdoor dog showers! These can be found inside the small boxes attached to the outside wall in your private gardens. Inside there is an electric shower to use for your dog, and/or your boots! Please ensure the water is turned off, and the insulated cupboard door after use. Please do not wash your dog in the shower in the bathrooms.
- There is also a portable dog shower available. This can be found in the shared corridor under the bench in the metal box. You fill with warm water and use the pump action for flow. Please use this item OUTSIDE and return back to the corridor after use.
- Both retreats have wonderful pay-as-you-go Doggie Pantry containing treats & toys. All prices are listed in your pantry list on the iPad.
- A MAXIMUM of three well behaved dogs are permitted in the retreat by prior arrangement (unless we have agreed extra dogs).
- Dogs should not be left unattended either inside the retreat or in the gardens. Even if your dog is used to being left at home, they can become distressed in unfamiliar surroundings. We have had dogs barking and disturbing other guests, plus chewing the furniture – so please be understanding of this request.
- Dogs are not allowed on the bed (unless you bring your own bedding by prior arrangement). Your dog can go on the sofa if you use the throws provided.



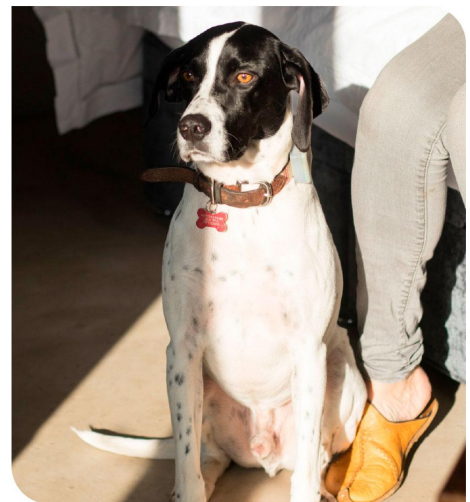
- Dogs are strictly prohibited from the outdoor baths. Sounds obvious we know! But...we had an incident and we don't want it being repeated!!
- You are free to enjoy our one acre paddock (where our orchard is). This can be accessed via the gate in your garden and through the wildflower meadow. Please note though that it is not 100% secure and has an entry into our garden. If your dog has a high prey drive (like our own dog), please can you keep them on a lead in the Paddock - we have a lot of wild game here including grouse and pheasant which can send dogs very excitable/make them run off. The paddock leads onto a footpath allowing miles of lovely walks.
- You may not use the bath, shower, towels or robes provided to bathe and dry your dog.
- It is your responsibility to clear up all dog mess during, and at the end of your stay. Bagged waste should be disposed of in the black wheelie bin behind the car port.

**A £20 fine will be levied if dog poo is found in the private garden or if we have to dispose of used poo bags.**



Our dog Hendrix, a black and white Pointer, is very friendly and curious! If you do see him around please don't worry. He loves to say hello and run around with other dogs. Please do let us know if this is a real stress for your dog and we'll ensure he's less able to run around when you're staying!

We're working on providing detailed wonderful walks around us, and we have a few available on our website. We also highly recommend downloading Hertfordshire Walks App, as this details fabulous walks and normally include a pub or cafe in the walk.



*Enjoy!*