

To: St. Ives Holidays

Lanhams Ltd, 9 High Street, St. Ives, Cornwall TR26 1RS
 Telephone: (01736) 794686 (24 hours). Fax: (01736) 794840
 mail@stivesholidays.com

Name
Address
Postcode
Telephone
Mobile
Email
Car Registration No.

Names Of Party	Mr/Mrs	D.O.B.
1	Self	
2		
3		
4		
5		
6		
7		
8		
9		
10		

If you wish to change the party members please contact St Ives Holidays in advance of your holiday.

Previous customer in (year):	Stayed at (property):
------------------------------	-----------------------

Method of payment, please tick appropriate box:

- Cheque payable to: St. Ives Holidays (Please note: we cannot accept post dated cheques)
- Credit Card (1.6% card charge) (Please note we do not accept American Express)
- Debit Card (No surcharge)

Name on Card:				
Card Number:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> <td style="width: 25%; height: 20px;"> </td> </tr> </table>				
Valid From Date: <table border="1" style="display: inline-table; width: 40px; height: 20px;"> </table> <table border="1" style="display: inline-table; width: 40px; height: 20px;"> </table> Expiry Date: <table border="1" style="display: inline-table; width: 40px; height: 20px;"> </table> <table border="1" style="display: inline-table; width: 40px; height: 20px;"> </table>				
Last three digits of security code: <table border="1" style="display: inline-table; width: 60px; height: 20px;"> </table> Issue: <table border="1" style="display: inline-table; width: 40px; height: 20px;"> </table>				
found on signature strip on rear of card.				

BOOKING REF.

CHOICE OF DATES

1st	from 3 pm on	to 10 am on
2nd	from 3 pm on	to 10 am on

CHOICE OF PROPERTY

Property Ref No.

1st		
2nd		

FOR BOOKINGS MADE MORE THAN 6 WEEKS IN ADVANCE

Deposit 1/3 Of Hire Charge	£	:	
Booking Charge	£	20	:00
Credit Card Charge 1.6%	£	:	
Total	£	:	

FOR BOOKINGS MADE LESS THAN 6 WEEKS IN ADVANCE

Full Hire Charge	£	:	
Booking Charge	£	20	:00
Damage Deposit (£100 Unless Specified)	£	:	
Pets At £20 Per Week Each	£	:	
Credit Card Charge 1.6%	£	:	
Total	£	:	

I have read the current conditions of hire and important information and agree to abide by them.

- I certify that:
- a. I am authorised to agree the Booking conditions on behalf of all persons included on the booking form, including those substituted at a later date;
 - b. I am over eighteen years of age and a member of the party intending to occupy the property
 - c. I agree to take responsibility for the party occupying the property.

Signature: _____

Date: _____

PLEASE COMPLETE IN FULL

Booking Conditions 2012

Important Information

1. Booking

Your application must be made on the Official Booking Form and completed in full. Bookings made more than 6 weeks in advance require a 1/3 deposit plus booking fee. The balance plus extras is due 6 weeks before your holiday commences.

Bookings made less than 6 weeks in advance require the full charge plus booking fee and extras.

A non-refundable booking fee of £20 is payable on all bookings.

2. Balance Payment

On confirmation of the booking the balance plus extras is due 6 weeks before the commencement of the holiday. We regret we do not send reminders - the balance due date is on the confirmation letter. If the balance is not received within 7 days of the due date St. Ives Holidays reserves the right to cancel the accommodation as per the conditions for cancellation.

3. Method of Payment

Payments may be made by:-

- (i) Cheque made payable to St. Ives Holidays
- (ii) Credit Card or Debit Card. Note a surcharge for Credit Card transactions will be added to your account.

A charge of £20 will be made for any dishonoured cheques or card payment, which will be added to your account.

4. Eligibility

Bookings will not be accepted from:-

- (i) Groups of single persons under the age of 30 years.
- (ii) All male or all female parties in excess of two.

St Ives Holidays reserves the right to accept/refuse bookings at their discretion.

5. Price Changes

St. Ives Holidays reserve the right to amend prices quoted in the brochure due to errors or omissions or change in the rate of VAT.

6. VAT

Where appropriate VAT is included in the charge.

7. Pets

(i) When pets are permitted an additional charge of £20 per pet is required.

(ii) Pets must not be left in the property unattended.

(iii) Pets must not be allowed in bedrooms.

(iv) Visitors must bring pets own bedding and under no circumstances can bedding or furnishings provided for visitors be used.

(v) Visitors are responsible for any damage that they may cause.

(vi) Please note that if you suffer from pet allergies, we can not guarantee that there have not been pets in other properties as for example some owners may bring their own pets even when the property states no pets.

(vii) Neither St Ives Holidays nor the property owners can accept responsibility for pets safety.

8. Duration and Times of Letting

Lettings commence from 3pm on the first day of the tenancy and end at 10am on the last day of the tenancy.

9. Key Collection and Return

Keys are available for collection between 3pm and 9pm on the day of arrival. After 9pm the keys will not be available until 9am the following day. Properties must be vacated by 10am on the day of departure and all keys returned to our offices by 10.30am.

10. Cancellation

Cancellations must firstly be advised by telephone to St Ives Holidays followed by written confirmation within 7 days. St Ives Holidays will use their best endeavours to secure another booking on the property for the same term and if possible for the same charge but reserve the right to negotiate a charge. Any refund will be made less the booking fee, which is non refundable. St Ives Holidays shall not be liable at the suit of any hirer of accommodation on the grounds that St Ives Holidays have not used their best endeavours or for any other reason.

If the property has not been re-let and is not covered by the holiday cancellation scheme the full hire charge will still become due 6 weeks before your holiday commences. If a booking is cancelled within 7 days of the deposit payment being taken, cancellation procedures will not apply and the deposit will be returned.

11. Changing a Booking

Once a booking has been confirmed the booking cannot be changed to another property except by dealing with the booking as a cancellation (see cancellation). The dates of a booking may be changed within the same calendar year if available and the owner agrees in which case a re-booking fee of £15.00 will be payable.

12. The Tenancy

The tenancy confers upon the tenants the right to occupy for a holiday within the meaning of schedule 1, paragraph 9 of the Housing Act 1988.

13. The Tenant Agrees

(a) To keep and leave the accommodation in a clean and tidy state returning all furniture to the place in which it was found on entry. A cleaning service is not provided during the tenancy. Although properties are cleaned between bookings you are expected to keep and leave the property in a clean and tidy state. Should any additional charges be made by our cleaners these will be deducted from your damage deposit.

(b) To pay for any breakages and damage.

(c) Not to do anything to make void or voidable any policy of insurance.

(d) Not to cause a nuisance to neighbours.

(e) To allow the owner, his servant or agents reasonable access. Although St Ives Holidays does not wish to disturb your holiday, we do reserve the right to enter the property during your stay should a need arise.

(f) To leave the accommodation in such a state and condition that it is suitable for occupation for another hirer. If this is not the case he/she will be liable for the hire charges as shown for the accommodation for the period until it is so available and for any loss or damage or additional cleaning charges which shall be occasioned thereby.

(g) Not to part with possessions of the property, or share it, except with members of the party shown on the booking form.

(h) Not to exceed the total number of people it sleeps as detailed in the property description. A cot may only be occupied by a child aged 24 months or less.

Should the booking conditions not be met, the tenant agrees to pay any additional charges incurred and the owners or St Ives Holidays reserve the right to re-enter the property and terminate the tenancy.

14. Non Availability of Accommodation

If due to any occurrence beyond the control of the owner and his agent the accommodation is not available as booked, eg fire, flood, all monies paid will be refunded in full but neither will be under any further liability towards the hirer.

15. Liability

The Agents, St Ives Holidays, do not accept liability 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 Tenants or any other person may suffer or incur arising out of, or in any way connected with the letting. In addition, the Owner accepts no liability for loss of or damage to the Tenants' possessions on the Owners' property or land.

16. WiFi

Where WiFi is supplied, the tenant agrees to comply with all current legislation regarding the use of WiFi and the internet. The agents, St Ives Holidays and the owners accept no liability for the loss or damage to the tenants possessions or data nor for unavailability of the WiFi or internet connection.

17. Parking

All parking is at your own risk, including spaces hired through St Ives Holidays. Where parking is made available through a second party it is not possible for us to guarantee the parking as the brochure is printed before the tenancies are agreed. If for any reason a space is not available, a refund equal to the price of a weekly ticket in a Penwith district council long stay car park will be made but an alternative space can not be made available.

18. Complaints Procedure

If you have any cause for dissatisfaction PLEASE CONTACT US IMMEDIATELY by calling at our office or by telephoning 794686 or 793818. It is imperative that we see the reason for the complaint before any remedial action is taken. We regret we cannot consider any complaints where we have not been given an opportunity to investigate the complaint and endeavour to put matters right during the tenancy or any complaints made on departure or after your return home.

Cleaning: Although properties are cleaned between bookings you are expected to keep and leave the property in a clean and tidy state. Should any additional charges be made by our cleaners these will be deducted from your damage deposit.

Inventory: For a list of what you will find in your holiday property see page 16 or www.stivesholidays.com/inventory

Pets: Visitors' pets are only permitted in accommodation indicated by a dog symbol but there is no guarantee that there have not been any pets in other properties. When pets are permitted an additional weekly charge of £20 per pet is required and
i) Pets must not be left in the property unattended
ii) Pets must not be allowed in bedrooms
iii) Visitors must bring pet's own bedding and under no circumstances can bedding or furnishings provided for visitors be used.

**Between 1st May and 1st October
dogs are not permitted on most beaches.**

Allergies: If you are allergic to animals, check with us before booking any accommodation. In some instances owners bring their own pets but do not allow visitor's pets.

Damp: The Cornish air is often warm and moist which tends to cause condensation, and we would advise all visitors to open windows to permit through air.

Television Reception: Interference to the picture can be experienced at times and is not necessarily a fault in the set or aerial but can be due to the tides and/or weather conditions.

Electricity and Gas: Are included in the price of your holiday.

Damage Deposits: Properties require a Damage Deposit (see individual details). We endeavour to return your damage deposit less any relevant deductions within 2 weeks of your departure.

Holiday Cancellation Scheme: The price includes the cover described on page 111.

Linen: Bed Linen is supplied only if the individual details include linen. Towels and tea towels are not supplied unless specified. If Linen Hire is required, please see advertisements on page 108.

Car Parking: Unless individual details state that there is a garage or space for a car you will have to use one of the local Car Parks. All parking including reserved spaces are at the car owner's risk.

Visitors can purchase a weekly ticket on arrival at any Local Council Long Stay car park for £30.00 (2011) either direct from the pay and display machines using £1 coins or from the attendants on duty at The Island or Trenwith Car Parks.

Useful Addresses and Telephone Numbers:

COT/HIGH CHAIR, PUSH CHAIRS, BACK

CARRIERS, STAIRGATES & WHEELCHAIRS: Rainbow Equipment
Tel: 01736 793006

LINEN & TOWEL HIRE: Rainbow Hire
Tel: 01736 797090

LINEN HIRE & MAID SERVICE: Done 'n' Dusted
Tel: 01736 795404

Job Well Done
Tel: 01736 796696

TAXIS: D.J. Cars
Tel: 01736 796633

Carbis Bay Private Hire
Tel: 01736 793503

CAR HIRE: St. Ives Motor Company
Tel: 01736 796695