

BOOKING PROCEDURE

SELECTING YOUR HOLIDAY PROPERTY

All our properties have been visited by at least one member of staff. Please do ask for assistance and recommendations when selecting a property. Please check the entry day, which is usually Saturday but can also be either Sunday or Friday, and also that the bedroom configuration, facilities and amenities are suitable for your particular party. If in doubt, please call us and ask.

For ease of use, the brochure is organised in ascending size of properties.

RESERVING YOUR CHOSEN PROPERTY

Please either telephone or email to ascertain availability for the period you require. Most of our properties are let exclusively through LHH Ltd and a booking can be made instantly: however, please note that as some houses are let by other agents, it can be difficult to give absolutely correct availability without further enquiries being made. We will endeavour to find this information for you as quickly as possible and, if it is your intention to book, will hold the property until we have done so. A booking is only secure when payment has been made. We therefore advise that you pay your deposit by credit or debit card to avoid disappointment.

PAYING YOUR DEPOSIT

We require a completed booking form, 30% deposit, £12 booking fee and, if appropriate, any pet charge, in order to confirm your booking. Provisional bookings are not secure until a payment is received and therefore we recommend payment by credit or debit card. If you are unable to do this and wish to send a cheque, we can hold the provisional booking for a maximum of 3 days; however, if your cheque has not been received within 3 days of your telephone reservation, the booking will automatically lapse and you will not be notified. It is your responsibility to keep us informed if there is any delay in the sending of your deposit.

If your booking is to commence within 12 weeks, the full amount is payable.

PAYING YOUR BALANCE

The balance is due 12 weeks prior to arrival. You will be sent a reminder to say that your balance is due shortly so that you do not miss the date. If the balance is not received, we will contact you by email or phone. If the balance becomes overdue, the owner has the right to cancel the booking and request that we re-let the property.

GOOD HOUSEKEEPING DEPOSITS (GHD)

The Good Housekeeping Deposit is a bond which reflects your agreement to leave the property in the condition in which you found it. This deposit, in the form of a cheque made payable to the owner of the property, is collected by LHH Ltd at the time your balance or full amount is paid and can be dated one week prior to arrival. The owner reserves the right to bank this GHD. If banked, it is the owner or their representative's responsibility to refund this in full within 10 days of the end of your stay subject to there being no claim on it.

Claims are usually for damages but can also be for additional cleaning being required over and above that reasonably expected. Please ensure that all your guests are aware of their responsibility to leave the house as found. The GHD can also be withheld if more people use the property than the property is advertised to sleep, or for the removal of pet waste from gardens and grounds, or if a non-smoking policy has been breached.

Your contract is between you and the owner of the house. LHH Ltd act as an Agent to facilitate this contract. This is important, as in the event of a claim by the owner for recovery of damages from your GHD, LHH Ltd can only act in a mediatory capacity.

CANCELLATION OF BOOKINGS

If you have to cancel your booking, you will need to:

1. Inform your insurance company.
2. Inform LHH Ltd immediately, by letter or email, so that we may release the week for re-letting.

LHH Ltd will try to secure a re-let and, if successful, will refund your deposit/balance less an administration fee of £70.

If your week has not been re-let by the time the balance is due, you are still required to complete your obligation to pay the full amount. If the balance is not paid by the due date, the booking is regarded as annulled and the deposit becomes non-refundable. In this event, and in order to minimise loss to the owner, LHH Ltd reserve the right to re-let the week less a discount.

CANCELLATION INSURANCE - loss of rental due to cancellation can be avoided!

We cannot stress enough the importance of taking out cancellation insurance. The unexpected can, and does, occur and, as with other insurances, it is in your interest to cover yourself for any eventuality. Shared between members of the group, this can be as little as £5 per person, which is surely worth the peace of mind it brings.

Of course, some people feel that they would rather take the risk and not cover their booking by insurance. This is an individual choice which only you can decide, but please be aware of the liabilities and penalties involved in taking such a risk. Neither the owner nor LHH Ltd can take this responsibility for you.

LHH Ltd can recommend insurance companies that offer competitive rates – please contact us for details.

FREQUENTLY ASKED QUESTIONS

“Can I invite additional guests to the house during my stay or bring camp beds for additional guests?”

This depends on the house insurance and the views of the owner. In some instances, the house will be insured for a specific number of guests and increasing the occupancy will invalidate the insurance, putting the property and yourselves at risk. In some cases, the owner does not wish their property to be occupied by more than the specified number in order to minimise wear and tear and to avoid overstressing the facilities, such as private water supplies, septic tank sewerage systems, etc.

To avoid any misunderstanding, please do not presume that you can add extra people (even small children) to the number that the house sleeps. Where a house shows extra capacity, for example 10+2, please check whether the +2 are children's beds. This will be stated in the house details.

Please bear in mind that the owner or their representative may ask the additional guests to leave.

In other cases, a property can accommodate additional guests on camp beds, etc and there may be an additional charge for this.

“If additional guests are agreed, will there be a charge?”

Additional guests will be using the facilities of the property and therefore the owner may make a further charge for the use of the house and facilities. This will vary depending on number of guests and length of stay.

“What is the Good Housekeeping Deposit?”

The Good Housekeeping Deposit (GHD) represents your agreement to leave the house and contents as you found them.

As your contract is with the owner and not with LHH Ltd, we do not have jurisdiction over the refunding or withholding of these deposits. However, if you feel that the GHD has been unfairly withheld, you may ask LHH Ltd to mediate with the owner on your behalf.

Please note that it is best to report any loss or damage before departure or, if that is not possible, leave a note for the housekeeper. If issues are addressed at the time, it leads to far fewer disagreements later.

“Can we arrange a short break?”

Yes. Short breaks are increasingly popular, especially for special events and celebrations.

A short break consists of 3 or 4 days of one normal letting week.

Weekend breaks consist of 3 or 4 days which cross over the weekend. These are more expensive than the short breaks as they break up two letting weeks.

Neither of the above can be arranged during school holidays except at short notice.

“Can we arrive earlier than 1600 hours?”

Please do not arrive early as it places the owner/housekeeper in the difficult and embarrassing position of having to refuse entry. Please respect their need for the time to prepare the property following the departure of guests. They are not only cleaning but also checking the house as well which is extremely time consuming. However, if the property is unoccupied during the week prior to your arrival, it may be possible, by arrangement with the owner, to arrive early.

“Can we use the property for a party?”

A few of our properties are available for party purposes by prior agreement with the owner and LHH Ltd. There may be an increased GHD to reflect the risk of breakages, etc. Unfortunately, due to prior experience, we are unable to make properties available for either 21st or stag parties.

“What happens if we have to cancel the holiday?”

When you reserve a property you agree to pay the balance on the due date. If you have to cancel your holiday, the deposit is non-refundable and you remain liable for the balance. Cancellation insurance will cover you for such an event and therefore it is strongly recommended. In the event of cancellation, let us know immediately and we can then try to re-let the week. If we are successful, we will issue an invoice for your insurance company to enable you to reclaim on your policy.

Please note – once a booking is made, you are then responsible for the balance *even if you cancel*. If you do not take out cancellation insurance you risk losing both your deposit and balance. Cancellation is an insurable risk and it is your responsibility to ensure that you have adequate cover.