BOOKING FORM

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Booking Conditions

- Whilst every effort has been made to ensure that particulars of the accommodation offered are accurate, and will be available as arranged, the Bureau 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. Our staff are happy to answer any questions regarding suitability of property for your party e.g. position, steps, type of garden etc. Whilst the Bureau has effected an introduction on your behalf, you contract is with THE OWNER of the holiday accommodation.
- 2. The Bureau, or owners of the property, will not be liable for any personal injury (including children, pets, vehicles or vehicle contents). Material loss of, or damage to, property, however caused or sustained.
- 3. The extent of the Bureau's liability, in the event of booked accommodation not being available on the due dates (e.g. due to illness, death or change in owner's circumstances), will not exceed the amount of the deposit paid. The Bureau will make every endeavour to find suitable, alternative accommodation in such circumstances.
- 4. The booked accommodation should be found in good order, clean and equipped as described. If not, please notify THE OWNER/CARETAKER or T.A.B. Ltd (where applicable), IMMEDIATELY ON ARRIVAL AT YOUR HOLIDAY HOME, so that an on-the-spot investigation can be made. IN NO CIRCUMSTANCES will refunds be made for complaints raised after the end of your occupancy of the property.
- 5. The numbers to be accommodated shall be as described on the booking form. The property shall be used only by the persons listed, unless additional persons are added by prior arrangement in writing with the owners, or agents.
- 6. Unless special arrangements are made, reservations are from 2.30pm on the Saturday, or other day of arrival, until 10.00am on the day of departure, when visitors shall vacate the accommodation promptly, leaving furniture and effects in a good a state and condition, as the accommodation was on arrival. The visitors to either replace, or pay for, any breakages or losses.
- 7. No pets of any kind shall be brought into the accommodation, unless previously agreed with the owners or agents. Pets are accepted on the condition that they are well behaved, house trained and are not to be left in the property, on their own, at any time. Any fouling of gardens, paths etc, must be cleared before vacating. Dogs are not allowed on beds, chairs, settees or any other furniture.
- 8. The owner reserves the right to ask the holidaymaker to pay a security deposit. Where a deposit is payable the holidaymaker will be informed by the Bureau, at the time of booking and confirmed in writing later.
- 9. In the event of a cancellation received, IN WRITING, more than 28 days prior to the commencement of the holiday, the deposit shall be forfeited in full where Holiday Cancellation Insurance cover is not applicable. In respect of cancellations received, IN WRITING, less than 28 days prior to the commencement of the holiday, the deposit will be forfeited in full and, in the event of the owners, or agents, not being able to re-let, the client will be liable for the balance of the account.
- 10. All holidaymakers are strongly advised to purchase or effect their own holiday cancellation insurance policy specific to their individual requirements at the time of booking their holiday accommodation, this is not included within the standard tariffs payable.

11. Cancellation insurance can be purchased through the Pavey Group Insurance Brokers, contact Louisa Craig or John Parker on 01803 408244 quoting reference TAB. Torbay Accommodation Bureau Ltd act as an introducer only to the Pavey Group Insurance Brokers who are authorised and regulated by the Financial Services Authority under reference number 308106.