

2013	Week (7)	Midweek (4)	Weekend (3)
Jan Feb March	£2,000.00	£1,650.00	£1,650.00
April May	£2,500.00	£1,800.00	£1,800.00
June July	£2,800.00	£2,200.00	£2,400.00
August	£3,000.00	£2,500.00	£2,750.00
September October	£2,500.00	£1,650.00	£1,950.00
November December	£2,300.00	£1,500.00	£1,750.00
Easter and May Bank holidays	£3,000.00	£2,650.00	-
Christmas 23 rd - 29 th inc	£3,500.00	£3,500.00	-
New Year 29 th - 2 nd Jan	£3,500.00	£3,500.00	-

Portland House booking terms and conditions 2013

Thank you for choosing to stay at Portland House. We look forward to welcoming you. All bookings can only be made through ourselves either via email, telephone or letter.

By making ANY booking you are entering into an agreement with us. We request that you read our terms and conditions of booking carefully, and that a representative from each booking signs a copy of the Terms and Conditions before a booking can be confirmed. Please do not hesitate to contact us if you have any questions or concerns regarding any of the details in the Terms and conditions.

Minimum Age

The minimum age to enter into this agreement is 18. Bookings cannot be accepted if you are under the age of 18. By entering into this agreement you are confirming that you are over the age of 18 **and assume responsibility for your group booking.**

Payment

A 25% deposit is required at the time of booking with the balance payable 8 weeks before the date of your holiday. If the holiday is booked in less than 8 weeks of commencement of

the holiday, the full holiday cost will be payable on booking. All payments must be made in pounds sterling either by card*, cheque or bank transfer. All cheques are to be made payable to Portland House. *Once the final payment, security bond and signed Terms and Conditions* have been received we will send out your booking confirmation. Upon receipt of this confirmation, please check the details to ensure that they are correct. Any corrections can be made up to 28 days from receipt of confirmation but cannot be rectified beyond that date.

- *Note: There is no charge for debit cards, credit cards only attract a surcharge of 2.5%.*

What is included in the price

The accommodation price includes- welcome basket; central heating, electricity, hot and cold water, bed linen, bath/hand towels, tea towels and dishcloths/scourers, dish-washer tablets, toilet rolls; wood and coal for fire place; and basic material for cleaning upon check out. *Please note that should the cottage be left in an unacceptable condition then an additional cleaning charge may be deducted from the security bond.*

Cancellation:

By making your booking, our agreement is a legal contract and your deposit is non-refundable. If you cannot take your holiday, and you cancel up to 8 weeks before the date of your holiday, you are not liable to pay for the booking in full. If you cannot take your holiday, and notify us within 8 weeks of the date of your holiday, and the booking cannot be re-let, you are liable for 75% of the remaining balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it. Any cancellation must be made either via signed email or letter. We strongly recommend that you take out appropriate holiday insurance in the event of any cancellation.

Non-Availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this point.

Arrival

Portland House will be available to you from 4.00 p.m. on the day of arrival, unless an alternative time has been previously arranged. We will contact you the week before your stay to confirm the expected time of arrival. We may not be able to accommodate you if you arrive earlier as we will be in the process of cleaning/making the house ready for your arrival. However, you may leave your cars in the forecourt any time after 1.00 p.m. (subject to availability) if you wish to discover the local area. Jenny or Jo will be at the house for your arrival. A welcome pack providing tea, coffee, milk, sugar, bread, butter, cake and biscuits will be waiting for you.

Children

We do welcome children of all ages to the stay as the house, garden and area combine to make it great place for a family holiday. However due to the location of the house and a fire escape over 3 floors, we do insist that children are supervised at all times. Children must always be accompanied by responsible adults. Portland House cannot be held responsible for any injury sustained if children are unsupervised and/or written advice/signs are ignored and unnecessary risk has been demonstrated.

Pets

We welcome only well behaved dogs accompanied by their own responsible owners. However we request that owners always clear dog mess away from the property. There is a doggy drop bin in the village.

Damages & Breakages

A security bond of £150.00 is payable with your final balance payment. You are responsible for any breakages and/or damages, which you cause to the accommodation or its contents, and this will be deducted from your security bond. We do not normally charge for minor breakages such as a broken plate, cup etc but request that you notify us on the inventory sheet in order that items can be replaced in preparation for future guests. If any damage is significant and more than the security bond, an invoice for repair will be forwarded to you. In usual circumstances, the security bond will be refunded to you within seven working days of the end of your holiday.

Noise/Disturbance

Portland House is located within Whitchurch village. There are immediate neighbours. However normal group activity and enjoyment is acceptable and should not be any problem. Should the neighbours be disturbed/inconvenienced due to excessive noise/undesirable behaviour, we reserve the right to ask you to vacate the House the following morning. In this event you will forfeit any entitlement to a refund of any monies paid.

Smoking Policy

For the comfort of all our guests, and to comply with legislation, Portland House is a strictly non-smoking environment in all reception rooms, bedrooms, bathrooms and kitchen. However smoking is permitted in the garden away from the outdoor buildings.

Liability

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Owners Access to the Property

The owners reserve the right to access to Portland House during your stay at any reasonable time with prior notification. Unless in an emergency situation where immediate access will be required.

Departure

Please be ready to leave the house by 10.00 a.m. on the day of departure unless otherwise arranged prior to your stay. The house will be inspected prior to preparation to clean for the next guests.

Privacy Policy

Any data collected during the course of this booking will be stored on our computers and filing system. With your permission we may from time to time contact you about promotions, offers and updates. We will not share your details with any third party.