



# Timbers

## Terms & Conditions for letting Timbers

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These are the **Terms & Conditions** for letting Timbers. Please read these carefully before completing the **Booking Form**. If you have any queries, please email us at: [enquiries@stayattimbers.co.uk](mailto:enquiries@stayattimbers.co.uk).

### 1. Contract

- 1.1. The contract shall be between "The Guests' (the tenants, visitors to or hirer of Timbers) and "The Owners" of Timbers.
- 1.2. The Contract is effective once confirmation of the booking has been issued by the Owners.
- 1.3. The Guests may occupy the property for holiday purposes only, and the contract shall not confer on the Guests any security of tenure within the terms of the House Act 1988.

### 2. Booking and Payment

- 2.1. A provisional booking is made by email or phone. The requested dates will be held for 5 working days to allow you to send a completed booking form and a non-refundable deposit of 30% of the total rental fee.
- 2.2. The Owners reserve the right to reject the provisional booking. In this case any money received will be returned in full.
- 2.3. Confirmation of the booking will be sent to you when the booking form and deposit are received.
- 2.4. The balance of the rental fee is due 7 weeks before the start of your visit. A security deposit of £200 is also due at this time, £300 if you are bringing up to two dogs with you. If you book within 7 weeks of the start of your visit, the full fee plus security deposit is payable on booking. Non-payment of the outstanding balance by this time may result in the cancellation of the booking by the Owners and loss of the deposit.

### 3. Cancellation

- 3.1. If you cancel your booking you must notify the Owners immediately.
- 3.2. We recommend that you take out cancellation insurance.
- 3.3. If the Owners have to cancel the booking for any reason, they will, if possible, offer alternative dates for the visit. If no alternative date can be agreed, then the Owners will refund any money paid. The Guests will not be entitled to any further claim from the Owner.

### 4. Occupancy

- 4.1. Timbers may only be occupied by a maximum of 10 persons, plus a baby, as described on the booking form. This number must not be exceeded, including entertaining in the house or garden, without written prior permission.
- 4.2. Smoking is not permitted on the premises.
- 4.3. Guests are asked to vacate Timbers by 10am on departure day. Arrival is from 4pm.
- 4.4. The Owners shall have the right of entry to the property at all reasonable times, for inspection or to carry out maintenance or repairs.

### 5. Right to refuse bookings and terminate contract

- 5.1. The Owners reserve the right not to accept bookings from groups of people under 25, and for hen or stag parties. You must inform the Owners at the time of booking if your party falls in one of these categories.
- 5.2. The Owners reserve the right to terminate the contract and ask you to leave the premises immediately if it is deemed necessary as a result of any Guest's behavior, or any other material breach of these booking conditions, with no refund.



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### 6. Care of Timbers

- 6.1. The Guests are responsible for taking good care of Timbers, its furniture, fixtures and fittings, and leaving the property and its contents in a clean and tidy condition.
- 6.2. If Guests cause any damage to Timbers or its contents, this should be reported to the Owners before the end of their visit, and they will be liable for any reasonable costs incurred in making good any such loss or damage.
- 6.3. The security deposit will be refunded within 10 days of the end of your visit (less any reasonable costs for breakages or damage).

### 7. Liabilities

- 7.1. The Owners shall not be held responsible for any accident, loss or damage, which may be sustained by the Guests or their property however caused whilst using the facilities of Timbers.

### 8. Dogs

- 8.1. There is an additional charge of £30 for one four-legged guest, or £50 for two per week of your visit at Timbers. The damage deposit will be £300, rather than the usual £200 (see 2.4) and is fully refundable after our lovely housekeeper confirms there are no breakages or unreasonable damage after your stay.
- 8.2. The back garden is large and fully enclosed, with gates on either side of the house, but we are unable to accept responsibility for any dogs that may escape.
- 8.3. We also ask that you do your best to pick up after your dog for the sake of future guests.
- 8.4. We must ask that dogs be kept in the Kitchen and Mud Room, and not be allowed in the rest of the house.
- 8.5. We provide some basic provisions, such as bowls, poo bags and blankets but ask that you bring their food and any special bedding with you.
- 8.6. We'll leave a copy of the dog house rules at Timbers for your information.

### 9. Complaints

- 9.1. The Owners aim to maintain the highest standards in running Timbers. If Guests have any problems, they should contact the Owners as soon as possible, so that they can make all reasonable efforts to resolve them.
- 9.2. Any complaints should be reported to the Owners in writing as soon as possible. Please send to :

Trustees of the Ivan Hyde Will Trust  
C/O Lizzie Hyde  
1 Wheatlands Cottage  
White Horse Lane  
Wokingham. Berkshire  
RG40 4NA