



## "The Coach House" Booking Form

CONTACT NAME 1: \_\_\_\_\_

CONTACT ADDRESS:

\_\_\_\_\_

\_\_\_\_\_ HOME TELEPHONE: \_\_\_\_\_

\_\_\_\_\_ MOBILE NUMBER: \_\_\_\_\_

\_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

**DATES:**

ARRIVAL DATE (after 1.00 pm): \_\_\_\_\_

DEPARTURE DATE (by 10.00 am): \_\_\_\_\_

**Names of additional people in your party – please indicate if under 16 years of age:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I enclose a non-refundable 30% deposit of £ \_\_\_\_\_

(Please make cheques payable to Bolton School Services Ltd - alternatively indicate if you need us to arrange an invoice)

Please return completed booking form to: B.S.S.L. Patterdale Hall, Glenridding, Penrith, Cumbria CA11 0PT

***I have read and agree on behalf of all members of my party and accept Bolton School Services Ltd.'s booking conditions. I am over 18 years of age.***

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**You are strongly advised to arrange cancellation, curtailment and damage insurance.**



## Bolton School Services Ltd Booking Terms and Conditions

The contract for hire is between you as the "hirer" and Bolton School Services Ltd "BSSL" trading as Patterdale Hall Holiday Lettings. The legally binding contract does not take effect until written confirmation of your booking is despatched from Patterdale Hall Holiday Lettings. The hirer is referred to as the client throughout. It is strongly recommended that the client takes out their own cancellation, curtailment and damage insurance.

**1. HIRE TERMS** - all hire terms are quoted in £ Sterling. As soon as your booking is confirmed in writing, which will be based on prices current for the period of the booking, the hire terms are guaranteed with the exception of (2) below.

**2. V.A.T.** - all our terms will be subject to V.A.T. at the agreed national legislative rate in place at the time of supply.

**3. PROVISIONAL BOOKINGS** - will remain provisional for a maximum of 5 days until written confirmation (booking form) and the deposit are received from the client.

**4. FIRST DEPOSIT** - a non-returnable deposit of 30% of the total booking fee is payable to confirm a booking. Once this is received and confirmation despatched a legally binding contract shall exist between the client and BSSL. There is no extra charge for payments made by debit cards. Payments made by Credit Card will be charged an additional 1.95% of the balance.

**5. MAIN PAYMENT** - this is non-refundable and payable **6 weeks before** the start of your visit. (You are advised to take out cancellation insurance). BSSL shall endeavour to inform the client of this date at the time of the booking. There is no extra charge for payments made by debit cards. Payments made by Credit Card will be charged an additional 1.95% of the balance. Where BSSL has not received the balance by the due date, an overdue reminder letter will be issued to the Client and a charge of £10 will be added to the balance due. If the balance is not received within four (4) days of that reminder, the Agent reserves the right to treat the Booking as cancelled by the client and clause 6 shall apply and the client shall have no claim against BSSL for compensation or reimbursement whatsoever.

**6. CANCELLATIONS BY YOU THE CLIENT** - the following cancellation fees will apply:

- More than 12 weeks prior to the rental - Deposits only (30%)
- Between 12 and 6 weeks prior to the rental - 60% of fees due
- Less than 6 weeks prior to the rental - Full payment

**7. OTHER CANCELLATIONS** - If a property becomes unavailable to be let to the Client, BSSL will endeavor to relocate the Client to another suitable property in a similar location or give a full refund to the client. Any additional costs of alternative accommodation will be agreed in advance and passed to the client.

**8. VERY YOUNG CHILDREN** - the furniture and fittings are not designed for very young children (normally less than 5 years of age). Please contact us if this is your intention.

**9. PETS & ANIMALS** – Well behaved Dogs are allowed in "The Coach House" with prior notification. An extra fee is payable to cover regular carpet cleaning.

**10. BROCHURE WEBSITE AND ADVERTISING ACCURACY** - to the best of BSSL's knowledge the details relating to any property described in the advertising and marketing material were correct at the time of printing. Upon becoming aware of any material inaccuracies in any published description of the Property or material changes to the Property, the Agent shall endeavor to correct them in future publications and inform the client. BSSL may, in its sole and absolute discretion, offer the client the option to treat the change as a Cancellation. BSSL cannot accept responsibility for any changes or closures to area amenities or attractions mentioned in the published material.

**11. UNSUITABLE CLIENTS** - the right is reserved to decline a booking or refuse admission to The Coach House if, in the opinion of the Manager, the client is unsuitable to take charge. In this case the hire terms paid shall be refunded in full and the contract shall be discharged without further liability on either party. BSSL reserves the right to repossess The Coach House and/or any equipment at any time where damage has been caused by the hirer's group or in the opinion of Patterdale Hall Holiday Lettings management team is likely to be caused by the hirer's group. In such a case BSSL shall not be liable to make a refund of any portion of the hire terms paid.

**12. CLIENTS RESPONSIBILITIES** - the client is responsible for taking reasonable care of buildings, furniture and equipment whilst in residence. You are advised to check on arrival and report any shortcomings, damage or missing items immediately to Patterdale Hall Holiday Lettings management team. The client must undertake to report and pay for any damage caused. Unsuitable substitutes are not acceptable. All accommodation and The Coach House's immediate grounds must be left in a reasonable condition before departure.

The client is responsible for ensuring the property does not exceed the number of residents identified on the booking form without prior consent from BSSL. The client must allow the property owners or their representatives to access the property at any reasonable time during the period of the let. The client must notify all other members of the client's party of these undertakings.



**13. FORCE MAJEURE** - we will not be liable to pay any compensation if we are forced to cancel or change any aspect due to circumstances beyond our control which we or our suppliers could not have reasonably foreseen or forestalled. Such circumstances include, but are not limited to, war or threat of war, terrorist activity, riots or civil strife, industrial disputes, natural, nuclear or biological disasters, fire, bad weather, closure of airports, ports or stations, cancellation or changes in schedules by air, land or sea carriers, interruption to services/utilities and similar events outside of the control of the property owner.

**14. DISPUTES AND COMPLAINTS** – a copy of BSSL's complaints policy is available upon request. Any disputes, complaints, differences or questions which may arise out of the contract or the subject matter thereof shall be referred to the Patterdale Hall Centre Manager in the first instance, within 24hours (in their absence the Residential Managers). If a solution or agreement is not reached the subject will be referred to the Services Bursar of BSSL. Should this not resolve the issue a single arbitrator to be agreed upon between the parties (or failing agreement to be nominated by the President for the time being of the Law Society on the application of either party in accordance with the provision of the Arbitrator's Act 1950 or any statutory modification or re-enactment thereof for the time being in force). This does not alter the right of either party to pursue the matter through the less expensive small claims court.

**15. ACCESS** - the client needs to be aware that "The Coach House" is in a semi-rural location and access is via a stone staircase negotiated at the clients own risk.

**16. LIABILITY** - The client (and all other members of the clients' party/parties) personal belongings and vehicles (together with their contents) are left at the property at their own risk. BSSL accept no liability for any loss, damage or injury howsoever caused to the client's personal property (or to persons in the client's party or their personal property) during their stay at the Property except to the extent such loss, damage or injury is caused by the negligence or wilful default of BSSL. It is strongly recommended that insurance is taken out to cover any cancellation, curtailment or damage costs.

**17.** It is assumed by Bolton School Services Ltd that the confirmation of your booking by paying the first deposit implies that these conditions have been read and agreed with.