



The Tides @ Sandilands

Holiday Bungalow Booking Form

Lead guest

First Name	
Last Name	

Contact Details

Address			
Postcode		Contact Number	
Email Address			
No Adults		No of Children (<16)	
Number Dogs (well vaccinated, behaved dogs only)			

Dates of Rental requested

From		To	
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Return the form to TheTidesSandilands@Gmail.com

All bookings must be accompanied by a non-refundable deposit of £150 per week.

Written confirmation of deposit receipt will be confirmed when received and any cheques cleared.

The balance of the let will be required six weeks before the start of the holiday on receipt we will send you further information detailing access to the bungalow, an information pack, its location and things to do around the beautiful Lincolnshire countryside and coastline.

Payment by bank transfer

Sort code 09-01-29

Account Number 70973556

Payee Name Mrs Fiona Hackney
Santander Bank

Cheques – please contact us for details.

Access to the tides is **from 2:00 pm** on the day of arrival and the bungalow must be **vacated by 10:00 am** on the day of departure to allow cleaning time to prepare for our next guests.

By paying the deposit you are agreeing to the terms and conditions as detailed below

The Tides Holiday Bungalow Rental T's & C's

Property Address: The Tides 49 Kipling Drive, Sutton-on-Sea, Lincolnshire, LN12 2RF

Bookings are made and accepted only on the following conditions for the words "we & our" refer to the Owner and the words "you & your" refer to the Guests:

In all circumstances, the Contract of Letting is between the lead guest making the booking ("the Guest") and the Owner.

Payment Terms

- Bookings cannot be accepted from persons under 18 years of age.
- A sum of £150 is required as a deposit to secure your booking.
- Any deposit is non-refundable, except for the circumstances listed here.
 - The owner is unable to accept the booking.
 - The owner must cancel the booking for reasons beyond the owner's control.
- No bookings are valid until confirmed by the owner in writing/email.
- Once a booking is confirmed by the owner, the guest is responsible for the remaining balance of the booking.
- Guests with a confirmed booking who require it to be altered will be charged a £25 administration fee.
- The balance shall be paid, in full, no later than 6 weeks before the booking is due to commence.
- If no final payment has been made 7 days after the balance due date (6 weeks before booking commencement), the booking will be considered cancelled. Your deposit will be forfeited, and we have the right to re-let the property for the booked period.

Maximum Occupancy

- The maximum occupancy is **Six** plus up to **One** infant in a travel cot and high chair is available within the bungalow.
- We do not accept single-sex groups of more than three people without prior approval e.g., stag or hen parties.
- No tents are allowed in the garden without the owner's consent.

This agreement is made on the basis that the bungalow is occupied by guests for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the guests acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

Inclusive Fees

The following are included in the rental price for The Tides.

- Bed linen for all beds except the travel cot.
- **Reasonable** amounts of electricity, gas & water for your stay. If excessive use of electricity, gas or water is used we reserve the right to make an additional charge to cover these costs.
- Unlimited use of Wi-Fi is available; however, we cannot be held responsible for poor connection to the internet.

Arrival Departure Times

- Arrival time is after **2 pm** and departure is before **10 am**
- We reserve the right to delay the arrival time for up to 3 hours should the unlikely event occur that the previous guest has left the bungalow in a state of disrepair or significant uncleanliness.
- Access to The Tides is via a key safe. The key must be placed back in the key safe on departure. Additional keys are available within the bungalow.

Pets

- All Dogs must be declared at the time of booking and authorised by the owner.
- We allow up to 2 small-sized dogs to stay at the property.
- Dogs are charged at £35 per dog, per week.
- All dogs must be microchipped and have up-to-date vaccinations and flea treatments.
- We do not allow any puppies under 12 months old and those that are not toilet trained.
- The dog owner must bring the dog's bed or basket for sleeping in.
- Dogs are not allowed on beds or furniture. (Should our bed linen be found to have dog hairs or stains, you will be charged a supplementary **laundry fee of £250**. Should normal laundering be insufficient to remove dog hairs or stains you will be charged the full cost of replacement items.)
- Dogs must not be washed in the bath, shower or sink. A bath is provided at the front door please allow time for your pet to dry off before allowing them inside the bungalow, the garden is accessed via the side gate and is secure.
- Dogs must be always under strict control whilst on the property or grounds.
- Dogs are not allowed to be left alone on the property unless secured in an appropriate dog crate.
- Guests must clear up all grounds after their dogs and dispose of any faecal waste before departure. There is a sufficient amount of dog waste bins along Sea Road.
- The Owner reserves the right to charge a **£250 fee** for clearing up any faecal waste found in the garden.
- The Holidaymakers right to occupy the property may be forfeited without compensation, if more pets than declared at the time of booking, attempt to take up occupation.

Reasonable Condition, Cleanliness and Repair

- In the event of there being cause for complaint concerning the condition of the property, the matter needs to be taken up with the Owner immediately. Contact details can be found on your booking confirmation and within our Welcome Book/pack.
- It is important that this is done during your stay at the property so that an on-the-spot investigation can be made as necessary and remedial action taken as required.
- Under no circumstances will compensation be considered for complaints raised after your booked stay has concluded or when guests have denied the Owner the opportunity to investigate the complaint or endeavour to remedy the issue during your booked stay.

House Rules

It is agreed between the owner and guests that:

- This is a Designated "No Smoking" property. The Owners reserve the right to make a **charge of £250** where guests have contravened the Owner's request for their property to be **Smoke Free**.
- The guests shall keep the property, all furniture, fixtures, fittings and effects in or on the property in the same state of repair as at the commencement of the booking and shall leave the property in the same state of cleanliness and general order in which it was found.
- Guests must report any damages to the Owner.
- Any damage or loss to any fittings and furniture deemed by the owner to be due to misuse or negligence by you will be chargeable at the market costs to the lead guest.
- All rubbish and recyclables must be placed in the appropriate rubbish/recycling bins before departure. (If bins are rejected due to incorrect contents, you will be charged the full costs of a repeat collection. Please follow the instructions in the Welcome Book.)
- Please note the recycling rules may be different from those you are accustomed to at home.
- All soiled dishes must be washed, dried and put away before departure.
- Bed Linen is not to be removed from The Tides.
- Guests need to provide their **own kitchen linen** (one is provided) **and beach towels**.

- Guests are not to cause **any undue noise**, annoyance or disturbance to our neighbouring properties, (Quiet zone – no outside music, or loud noises between 10 pm and 9 am please) we reserve the right to ask all guests to vacate The Tides, if complaints are validated.
- No illegal activity is to be undertaken at the property; in the event of any complaints, we reserve the right to ask all guests to vacate The Tides.
- Fireworks are expressly forbidden to be set off at any time of year on the premises, we reserve the right to ask all guests to vacate The Tides.
- The Owner or their representative shall be allowed agreed access to the property at any reasonable time during any booked occupancy for essential repairs or maintenance.
- The washing of wet suits and other beach equipment is prohibited in any bath, shower or sink, except for the large tap and bucket located outside by the garage.
- It is forbidden to carry out any illegal activity using the internet connection provided.
- **Charging of electric cars is strictly prohibited** without permission. **Charging of E-Bikes, E-Scooters should be done outside** using the outside power socket located by the conservatory.

Cancellation Policy

Any request to cancel must be put in writing to the Owner.

More than six weeks before commencement of stay.

- If you wish to move your booking to an alternative date it will be charged at the appropriate rate for that week. Any differences in cost will be confirmed. If money is owed, this must be paid six weeks before the commencement of your stay. If a refund is due this will be paid to you, less a £25 administration fee, before commencement of your stay.
- If you are no longer able to stay at The Tides and have paid your final balance, this will be returned to you less your deposit and a £25 administration fee.
- If you are no longer able to stay at The Tides and you are yet to pay your final balance, your deposit will be forfeited, and no refund will be given. We will endeavour to rebook your dates and refund your deposit (less £25 admin fee + difference in rental income) if successful.

Less than six weeks before commencement of stay.

- If you are no longer able to stay at The Tides, any payment will be forfeited, and no refund will be given.

In the event, we need to cancel your booking.

- In the event of the accommodation becoming unavailable (such as, but not limited to, fire or flooding), the Owner will endeavour to provide the Guest with suitable alternative accommodation or will refund all monies paid or a proportion in the case of curtailment. We cannot, however, pay any compensation or expenses because of such an event.
- If there are government restrictions or lockdowns (such as, but not limited to, pandemics or COVID-19) meaning we are unable to provide accommodation in the run-up to your stay we will contact you to delay any balance payment due until the situation is confirmed as to whether your booked holiday can be permitted, in the event we must cancel your holiday all monies will be fully refunded, including any deposits paid.

We strongly recommend that appropriate travel insurance is taken out to cover all unforeseen circumstances that may give you cause to cancel and forfeit your payments.

Limit of Liability

- We will not be held liable for issues or inconveniences arising from circumstances beyond our control such as, but not limited to, loss of power, water supplies, internet connection or damage to the property by adverse weather conditions.
- Every effort will be made to avoid these unforeseen issues arising, and we will endeavour to ensure a timely resolution of any issues that do arise.

Information

- We have compiled the information on our website as accurately as possible at the time of publication. However, facilities may be altered or withdrawn for reasons outside of our control, in which case we cannot accept responsibility. We make every effort to ensure that the property details are accurately reproduced but mistakes may occur from time to time, and confirmation should be requested prior to booking.
- Guests accept that minor differences between text/photograph/illustrations on the website and the actual property may arise. We cannot accept responsibility should the property not conform to the guest's standards. If a facility is particularly important to you, please check with us before your booking.

Data Protection & Privacy Policy

- We are committed to respecting your privacy. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used following your holiday booking and will not be disclosed in any way to another party. We are committed to ensuring that your information is safe and secure.
- To prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. Data will not be preserved longer than required.
- Please note there is an external security camera located in the carport, which is for your safety and protection. If you wish this to be disabled, please contact us before your stay.

Contact Details

Mrs Fiona Hackney Fionahackney3@gmail.com
Dr Phil Hackney PhilHackney3@gmail.com

Telephone 07739461133
Telephone 07807777022

Address Available on request