



## **Terms and Conditions**

### **General**

This is a legally binding contract between the property owner, Sico Lettings Ltd trading as Escape to Rye and the holidaymaker. The property owner is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being one of three cottages based in Rye, East Sussex.

### **Bookings**

A booking deposit is payable within 24 hours of the provisional booking being taken. The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice.

The balance of the rental charge, along with the breakage deposit, is payable not less than 42 days prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are not routinely issued.

Bookings made less than 42 days prior to the arrival date must be paid in full at the time of booking.

### **Cancellation by the Holidaymaker**

Cancellation of the booking by the holidaymaker should be made in writing by email or post, to:



## Escape to Rye

by Sico Lettings Ltd

Jamie Shackell  
Sico Lettings Ltd  
Riven  
Lord Street  
Hoddesdon  
Hertfordshire  
EN11 8SL

Email: [sicolettingltd@gmail.com](mailto:sicolettingltd@gmail.com)

In the event of a cancellation, we reserve the right to charge cancellation charges as follows:

Cancellation 1 week prior to scheduled arrival	100% of booking cost
Cancellation 2 weeks prior to scheduled arrival	75% of booking cost
Cancellation 4 weeks prior to scheduled arrival	40% of booking cost
Cancellation 6 weeks prior to scheduled arrival	20% of booking cost

Cancellation more than six weeks prior to scheduled arrival Full refund is available less a £50 admin fee

We strongly recommend you take out holiday cancellation insurance.

### **Cancellation due to Covid 19**

Should we be prevented from hosting or you are prevented from staying due to government Covid 19 regulations a change of dates or a full refund will be offered. Evidence of a positive Covid test will be required. Should we have to cancel your booking because you have failed to supply information we are required, by law, to collect on behalf of Test and Trace no refund will be offered.

### **Cancellation by the Property Owner**

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes is not available with the property owner having to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund. The



property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

### **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made, and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

### **Number of Guests**

The maximum number of people entitled to stay at this property is stated in the property details and furthermore, only those people named on the booking form are entitled to stay.

**The only exception to the booking number would be if there is an enfant up to the age of 1 year who is suitable to sleep in a travel cot.** There are no sofa beds in any of the cottages.

### **Visitors**

Many of our guests have invited visitors to the property who are often local relatives and friends. We are happy to accommodate this provided we are notified in advance. Please note we cannot normally accommodate additional vehicles. Kindly note that YOU are



responsible for the behaviour of your guests, they will be expected to adhere to covid regulations whilst they are here.

### **Pets**

Pets are allowed in the property subject to the property owner's agreement. All pets must be house trained and the number and type of pet must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.

Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture. The holidaymaker shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party. A charge will be made for any additional cleaning required. The property owner cannot be held responsible for any accident or injury to a pet during their stay.

### **Arrival and Departure Time**

Every effort will be made to have the property available from 4pm on the day of arrival. If there are any opportunities for an earlier check-in time, we can usually confirm this to you, usually 2 days prior to your arrival when we send out the property information and key safe lock codes.

The property must be vacated at 10am on the day of departure. Late departure will result in an additional charge being made.

### **Liability**

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be always supervised.

### **Cleaning**

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday, the property is left in a clean and



tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

### **Breakages**

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure. The property owner retains the right to make an additional charge for damage and breakages. Minor breakages (glass, cup, plate) will not be charged for.

### **Electric Vehicles**

The charging of electric vehicles from the domestic supply is NOT permitted.

### **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

### **Breakage Deposit**

We have a breakage deposit of £200.00 on each cottage to cover any serious damage. **As property owners, we choose not to take the deposit monies upfront however by acceptance of these terms by securing a booking in one of our cottages, you confirm that within 7 days of your departure if there is a breakage**



## Escape to Rye

by Sico Lettings Ltd

**greater than a cup, glass, plate that you will cover the cost up to a maximum of £200.00.**