

Kent Coastal Holiday Properties Security Deposit & Terms and Conditions for SEVEN SEAS, Broadstairs

This booking contract is with the lead booker only and cannot be transferred to anyone else. The lead booker must be at least 20 years of age at the time of booking.

Please email a list containing the names, ages (if under 18), address and telephone number of all guests to:

emmy@kent-coastal-holiday-properties.co.uk

If the Government specifies that it is unlawful for KCHP to accept guests and travel is not allowed due to Covid lockdown or tier restrictions then any money already paid will be refunded when booking direct. If your booking is with an online portal such as Air BnB then you will be subject to their terms and conditions.

If the guest decides not to travel or cannot travel due to illness or self-isolation then no refund will be given and the guest should claim on their holiday insurance. We strongly recommend taking out travel insurance to cover you for this as soon as you book your holiday. This is in line with PASC (The Professional Association of Self-Caterers) recommendations.

Force Majeure – we cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by re-scheduling of airlines or any event outside our control, such as the covid pandemic.

The damages deposit of £500 is now required and is refunded within 7 days of your departure as long as there is no damage to the property, marks, damage or stains to the furniture/walls/linen etc and there are no breakages or missing items and the house is left how you found it (videos and photos are taken and time stamped before you check in) You should also follow the checking out rules on departure and ensure dogs do not go upstairs or on the furniture. If deep cleaning is required due to bodily fluids/ blood/ dog hair or extra cleaning required such as oven cleaning / washing up then you will be charged for this and an invoice will be sent by the cleaning company and deducted from the deposit. The deposit paid may not cover all damages / costs and in this case, you will be invoiced for the excess and claims will be processed through court if necessary. If the damage cannot be rectified in time for the next guest's stay and it has to be cancelled, this too will be added to the invoice at the standard rate of £499/night for however many nights the house is deemed out of action (due to the damage caused)

Please do not use or put anything on the beds that are not being used by your party (e.g. if there are less than the amount booked) otherwise they have to be cleaned and changed unnecessarily. Please close doors to those rooms to prevent use (other than for storage)

We all have little accidents now and again and the odd glass or cup will get broken but please inform us immediately of any mishaps, breakages or issues with the property so that we can rectify this for you and future guests (07859 827403)

Please vacate the property by 10.00am on the day of the departure so the housekeeper has time to prepare the house for the next guests. Late check out (unless pre-arranged) will be classed as an extra night (£499) and will be deducted from the damages deposit.

Please ensure all doors and windows are locked and the keys are left where specified. There is a £50 charge for replacement of the key if it is lost or not left in the key safe on departure.

The maximum number of guests is 12. Our insurance limits us to having up to 12 guests (adults and children) staying at any one time. If more than 12 guests are found to be staying in the house, your booking may be cancelled and you may be asked to leave with no refund issued.

Please note our sockets are not compatible for electric vehicle charging- please do not use them for such activities

Dogs must not go upstairs, on the beds or on any of the furniture. Keep upstairs doors shut at all times and use the stair-gate supplied. If it is clear that dogs have been upstairs or on any furniture, some or all of the refundable damages deposit may be retained to cover the extra cleaning required and invoices will be provided

Smoking/ vaping is not permitted in any part of the house or garden. Please move out to the street and on the public pavement of Dickens Road if you need to smoke or vape. You must not use the property for any dangerous, offensive, noxious, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. The property is fitted with 'Minut' detectors which will alarm us of such activities and the security deposit may be forfeited if we have to intervene due to disruption. As soon as our app alerts us, we will message the lead of the booking. If we need to travel to the property to intervene due to being ignored or not being able to settle the dispute, we will withhold the security deposit. Please ensure the phone number we have on record is reachable at all times. You may be asked to leave if you cannot comply with our rules and if you are not respectful to our neighbours. There will be no refund for your stay and the security deposit will be retained.

We shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

Any items left at the house that have to be returned by post or courier will be charged at £15 plus postage and packaging.

The refundable damages deposit of £500 (refundable within 7 days after your departure day subject to the above terms and conditions) is due 7 days prior to your stay. Once we have received this, the arrival instructions and directions will be sent and code for the key safe will be sent on the morning of check in.

Payment details for the refundable damages deposit via PayPal:

emmy@kent-coastal-holiday-properties.co.uk

Please quote your full name and holiday start date in the reference box so we know who has sent it.

By using paypal, both parties are protected and it can be cancelled and refunded up to 60 days after the booking.

If you would prefer to send a bank payment, Kent Coastal Holiday Properties bank details can be provided.

Apologies for the formality, but I am afraid we cannot simply just 'claim on our holiday insurance' if someone causes damages to our home. Please treat and respect this house as if it was your own; it is a high end property which has been let out to you for your pleasure and the rules are in place to keep all parties covered

By paying the £500 security deposit, you are agreeing to the stated terms and conditions above and will obey the house rules (including hot tub and games rules room sent separately and outlined again in the property) The hot tub disclaimer is sent separately

Please sign to confirm:

Lead Guest:

Name: Signature: Date:.....

On behalf of KCHP

Name: Signature: Date:.....