

BOOKING CONDITIONS

1. Palms Agency ("the agent") acts on behalf of the homeowner. Once the Agent has issued a holiday confirmation form for the property the contract shall exist between the Holidaymaker and the Property Owner subject to these booking conditions.
2. (a) A holiday confirmation form will be issued to the Holidaymaker upon receipt by the Agent of a completed holiday booking form or a telephone booking together with a deposit of £150.00 plus the relevant booking fee of £36.00 per property. The balance of such rental charge shall be paid to the Agent 6 weeks (42 days) prior to the commencement of the holiday. If the balance is still not received, the Agent reserves the right to cancel the holiday booking and to forfeit the deposit paid by the Holidaymaker and the Holidaymaker shall have no claim against the Agent for compensation or reimbursement whatsoever.
(b) Booking forms or telephone bookings received by the Agent in respect of holidays due to commence within six weeks thereafter must be accompanied by payment of the rental charge for the holiday period in full plus a booking fee of £36.00 per property.
(c) The prices stated on the website and in our brochure are cash prices. We incur charges from credit card companies when you pay by credit card and therefore a 2% charge will be made for each payment (transaction) made this way.

CANCELLATION BY THE HOLIDAYMAKER

4. (a) The Holidaymaker should notify the Agent immediately and in writing of any intention to cancel the holiday booking. A cancellation only takes effect when the Agent has received written confirmation from the Holidaymaker.
(b) A Cancellation Policy is offered to you at the time of booking and is a contract between the holiday maker and the providers of the insurance.
(c) If the cancellation insurance was not taken out and the Agent is unable to re-let the holiday accommodation for the period of the cancelled holiday, all monies paid by the Holidaymaker shall be forfeited to the Agent. If the holiday accommodation is re-let, all monies paid shall be refunded less a handling charge of £35.00 per property.
Please note: The booking fee is not refundable.
The refund will be made after the end date of the holiday.

CANCELLATION OR CHANGES BY THE AGENT

5. In the event of the Agent being unable to arrange the holiday accommodation requested by the Holidaymaker, the Agent shall use its best endeavours to arrange alternative accommodation of an equivalent type and standard in a similar location. If this is not acceptable to the Holidaymaker and the Holidaymaker so advises the Agent within seven days of receiving the holiday confirmation, the Agent shall refund the deposit to the Holidaymaker.

BROCHURE ACCURACY

6. Whilst to the best of the Agent's knowledge the details relation to any property described in the Agent's brochure were correct at the time of printing, the Agent reserves the right to make alterations to the brochure at any time and shall endeavour to inform the Holidaymaker of any such alterations. The Agent cannot accept responsibility for any changes or closures to area amenities or attractions mentioned in the brochure.

RESPONSIBILITIES OF THE HOLIDAYMAKER

7. During the period of the holiday, the Holidaymaker undertakes the following:
- (a) That the number of people occupying the property will not exceed the number stated on the booking form.
 - (b) That the property will be used solely for the purpose of a holiday by the Holidaymaker and his party.
 - (c) To show due consideration for the other parties.
 - (d) To allow the Property Owner or his representatives access to the property at any reasonable time during the period of the holiday.
 - (e) To keep the property and all furniture, utensils, equipment, fixtures and fittings in or on the property in the same state of repair and condition as at the commencement of the holiday and to ensure that at the end of the holiday the property is left in the same state of order and cleanliness in which it was found. The Property Owner reserves the right to levy an additional charge for any extra cleaning required after the Holidaymaker's occupancy.
 - (f) To report as soon as possible to the Property Owner any breakages or damage caused by the Holidaymaker during the holiday and to reimburse the Property Owner with the cost of replacement. The Property Owner reserves the right to make a claim against the Holidaymaker for repair or loss as a result of damage caused.
 - (g) To notify all other members of the Holidaymaker's party of these conditions.
 - (h) To arrive after 2pm on the Saturday afternoon and to vacate the property by 10 am on the final Saturday unless prior arrangement has been agreed with the Property owner.

PETS

8. (a) Pets are only allowed at properties by arrangement with the Agent. If a Holidaymaker takes a pet to a property that does not allow them, or exceeds the stated number/size of pet, the Property owner/caretaker can refuse to allow the Holidaymaker to take possession of the property or make the Holidaymaker leave the accommodation before the end of the holiday. If this happens the Agent shall treat the holiday as being cancelled by the Holidaymaker and the Holidaymaker shall have no claim against the Agent for compensation or reimbursement whatsoever.
- (b) The Holidaymaker is liable for all damage caused by his/her pets. The Holidaymaker should remove all traces (inside and out) from the property of pet occupation before final departure. The Agent reserves the right to levy an additional charge for any extra cleaning required after the Holidaymaker's occupancy.
- (c) The Holidaymaker must not allow pets on beds or furniture within the property.
- (d) Pets must not be left alone in the property at any time.
- (e) If the Holidaymaker breaks these conditions, the owner/caretaker has the right to ask the Holidaymaker to desist. If the Holidaymaker fails to do so the owner can take the action described in 8(a) above.
9. If any of the above conditions by the holidaymaker or his party are breached then the agent has the right to ask the Holidaymaker to leave the accommodation before the end of the holiday. If this happens the Agent shall treat the holiday as being cancelled by the Holidaymaker and the Holidaymaker shall have no claim against the Agent for compensation or reimbursement whatsoever.
10. The Agent shall not accept liability to the Holidaymaker for any loss, damage or injury howsoever caused to the Holidaymaker or to the Holidaymaker's personal property.