

## **RENTAL AGREEMENT**

### **Basic regulations**

No smoking in the house or vicinity of the swimming pool (chemicals housed nearby)

Soft soled shoes to be worn on the tennis court.

Swimming pool is not in use over winter months ie from end September .It would be dangerous to attempt to swim in the pool as it is unheated and has strong chemicals in the water over winter.

Pets by agreement. Pest should not be allowed onto carpeted areas of the house ,on furniture or upstairs

Maximum occupancy: 10 persons

The owners cannot be held responsible for natural disasters or other events beyond their control. The occupants are advised to take out appropriate insurance.

It is asked that guests remove shoes on carpets and refrain from carrying food or drink over carpets.

Heated electrical hair appliances should never be placed onto the carpets to avoid melting or otherwise damaging the carpet.

Security is the responsibility of the tenants for the booked period. All reasonable care should be taken to ensure the house and outhouses are left secure and locked when unoccupied and on departure.

A house file will be left on the premises for the tenant's benefit, including emergency contacts and useful advice, also including list of reasonable dos and don'ts. It is requested that the tenants read this; they are welcome to ask any questions that may arise.

### **Your accommodation**

You can arrive at your accommodation after 16.00 hours on the Arrival Date of your holiday and you must leave by 10.00 hours on the Departure Date.

If your arrival will be delayed, please contact the owner :07747868070 /designated greeter so that alternative arrangements can be made. If you fail to do so you may not be met at the appropriate time to gain access to the Property. While delays to travel such as traffic jams or cancellation of trains etc can be unavoidable every effort should be made to meet the pre-arranged time; avoidable delays of will be charged by appropriate deduction from the damages deposit.

The swimming pool will be winterised and not available for use from the end of September until the start of May.

### **Your obligations**

You agree to comply with the Regulation attached to these terms and conditions set out in the property manual and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.

You agree to keep and leave the Property and the furnishings, kitchen equipment, crockery, glasses clean and in good condition.

You agree not to cause any damage to the walls, floor or carpets or doors or windows of the Property nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

Please maintain appropriate protection for wooden table surfaces when placing hot containers on them. Mats are in place in the kitchen, pantry and dining room furniture drawers.  
Please do not put liquid fat down the sink as this blocks the drains.

You agree to take all necessary precautions to ensure your own safety around and in the swimming pool in particular:

Keep the swimming pool cover closed at all times when not in use, as this is a safety device. There is no fence as the closed electronic cover acts to prevent accidental falls by young children into the pool. Maintain in place the safety equipment provided.

Please keep the pump on the cover at all times when pool is not in use. Water pooling on the cover will damage it and may mean you are unable to access the pool.

Please do not attempt to wind back cover when there is still water on it, otherwise the cover will be damaged.

**IMPORTANT** Please do not continue to hold the key in place once the cover has reached the end of the pool- doing so will cause the engine to try to force the cover against the wall and the cables will break. The cover will not work after this and repair is expensive

Observe the rules for safety as set out in the house file

Do not bring glass into the pool area.

Do not introduce any substance liable to cause damage into the pool, such as food or drink which will render water unhygienic.

Please wash off sun protection prior to entry to pool as the residue forms a greasy layer on the water and tiles which is difficult to clean and can also block the filters.

Wash feet prior to entering the water under the tap by the pool to remove grass cuttings etc which will block filter and render pool unusable.

Do not at any time stand sit or walk on the cover whether closed, or partially closed as this will break it rendering the pool a safety hazard or inaccessible.

Please do not tamper with machines/chemicals inside pool house.

Please ask for any advice/demonstration necessary for any problems or perceived problems during use or anticipated use of the swimming pool.

The owners cannot be held responsible for any accidents or loss of life while pool is being used.

Disposal of waste items and rubbish in the house.

Please do not tip liquid fat down the drains or they will block

The waste water and all waste is pumped from the property to join the mains sewage system in the road outside; the pump will be impeded by flushed nappies, toilet wipes, face wipes and sanitary towels or tampons. In this case the pump will be damaged. A lined bin is provided for these items. The pump will not be impeded by the normal toilet paper provided.

Please place all recyclable waste in the containers provided.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the Property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the Property, nor can you take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs including the gardeners.

**Damage.**

The cost of damages to the property will be subtracted from the damages deposit; if the cost of damages exceeds the damages deposit you will be liable for payment. You may feel it is worth while taking holiday insurance to cover third party damages.

### **Complaints**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. Complaints of a transient nature (for example, regarding preparation or heating of the Property) cannot possibly be investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

### **Our liability**

Our maximum liability for losses you suffer as a result of us acting in breach of these terms and conditions is strictly limited to £10,000 and any losses which are a foreseeable consequence of us breaking the agreement. Losses are foreseeable where they could be contemplated by you and us at the time your order is accepted by us.

This does not include or limit in any way our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation; or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

### **Law**

The contract between you and us is governed by the law of England and Wales and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of England and Wales.