

## BOOKING TERMS & CONDITIONS

Please carefully read the booking conditions set out below. A confirmed booking with **timeout options** will consolidate a legally binding contract.

### BOOKING:

All bookings are made with **timeout options**. Please check with the office for availability prior to completing the booking form and return it with your deposit to:

**timeout options, PO Box 40 Hove East Sussex BN3 5WL**

### PAYMENT DETAILS:

A 30% deposit per booking is to be paid at the time of the booking and a confirmation invoice will be sent to you within 14 days. To confirm that all the details are correct, please check your invoice carefully.

The final balance is due 8 weeks prior to departure. Full payment is due if your departure date is less than 8 weeks. We reserve the right to cancel your booking if the final balance is not paid by the due date.

### INSURANCE:

It is a condition of booking that you have adequate holiday insurance including winter sports, if you do not have a policy we can arrange this for you. A premium is payable at the time of booking.

### CANCELLATION:

If you wish to cancel your booking after we have confirmed your reservation you must do so in writing to us. No insurance premium already paid is refundable; a claim may be possible to be made under your insurance policy.

The following charges apply for all cancelled bookings: [Unless we can re-book in the meantime]

|                   |                             |
|-------------------|-----------------------------|
| MORE THAN 42 DAYS | DEPOSIT                     |
| 29 - 42 DAYS      | 30% OF FULL COST OF HOLIDAY |
| 15 - 28 DAYS      | 50% OF FULL COST OF HOLIDAY |
| 0 - 14 DAYS       | FULL COST OF HOLIDAY        |

### BEHAVIOUR:

We reserve the unilateral right to cancel your holiday with immediate effect if you or any member of your party's behaviour causes danger, damage, distress or annoyance to other customers, hosts or anyone else. All damages will be paid for to the property owner before departure. From time to time it may be necessary for **timeout options** to require a deposit to cover costs of any damages or breakages that may occur.

### COMPLAINTS:

Once the client is in the accommodation, any complaints should initially be directed to the owner of the property. Any further complaints should be directed to **timeout options** within 7 days of the return date.

### LAW & JURISDICTION:

This agreement shall be construed and take effect according to the Laws of England and the parties agree to submit to the exclusive jurisdiction of the English Courts.