

Booking Terms and Conditions

These are the terms and conditions of an Agreement between you, the person making the booking, and referred in these terms and conditions as 'the Guest' and us, Winchester Lodges Limited.

1. Winchester Lodges Limited ('Winchester Lodges') only ever acts as an Agent for property owners at South Winchester Lodges in the exclusive letting of their properties to guests. Winchester Lodges lets the property or properties and makes all letting arrangements on behalf of the owner and the letting by the owner and the taking by you of the property for the letting period is a contract direct between you, the guest, and the property owner who remains throughout responsible for supplying to you the property in the condition stated by the owner.
2.
 - a. Bookings shall be made by telephone
 - b. Bookings are only confirmed when a damage deposit and one month's rent has been paid and you have received a booking confirmation by e-mail. On payment of the deposit you, the guest, are confirming that you have read, understood and accepted these terms and conditions.
 - c. Winchester Lodges regret that they cannot accept bookings from:-
 - . - Any person under the age of 25.
 - . - Single sex groups of more than 6 people unless agreed by Winchester Lodges.
 - . - Parties where the majority of the members are under the age of 25, with the exception of families or supervised groups.
3. The rate agreed will be documented on your booking statement. A schedule of payment will be agreed prior to the commencement of the let and funds will automatically be debited on the agreed date. The agreement between Winchester Lodges and you the guest will be terminated should payment not be received as per the agreed payment schedule.
4. Payment- we will require a debit card or bank transfer in order to take payment and secure a booking. Card details will be stored securely and used to process all future payments as per payment plan. If you the guest wishes to use an alternative card please ensure that these details are provided before the scheduled payment dates
5. Electricity Charges- We operate a fair use policy for electricity consumption during each booking. The standard service fees covers an average consumption of up to 400kwh units per week. A meter reading is taken on check in an average is then calculated during the period of the guests booking. If the average weekly consumption exceeds 400kw/hr usage, then the additional units will be charged at 0.15p per KW/hr and deducted from the damage deposit held on check out. A meter key can be provided so that you can keep track of your consumption during your stay.
6. Additional Charges
 - Check out clean- £95-150 depending on condition on check out
 - Carpet clean- from £80- £150 required if dog is in property
 - Additional electricity charges exceeding fair use allowance of 400 KW/Hr per week- additional units charged at 0.15p per Kwhr
7. Damage deposit - A damage deposit of £500 will be charged on confirmation of a booking. An inventory of the property will be provided on check in. The damage deposit will be refunded to you within 14 days of departure minus any costs for damages to the property, its contents, fixtures/fittings etc. The damage deposit does not limit your liability to damages etc. There is an automatic charge for a check out clean of £95-£150 (dependant on the condition of the lodge) which will be deducted from your damage deposit. If you have arranged for a dog to stay in the property then a carpet clean charge will also be deducted automatically form the damage deposit. Excessive electricity consumption will also be deducted from damage deposit (see 5. &6.)
8. Property Maintenance and access to the property- You the guest are responsible of notifying Winchester Lodges of any maintenance issues concerning the property as soon as any issue is detected. You the guest are expected to keep the property and its contents in a good clean condition throughout your stay. A regular check will be carried out by Winchester Lodges. Winchester Lodges will notify you of should they require access to the lodge. Occasionally access to the lodge may be required to show potential guests around. Winchester Lodges will give you due warning should access for this reason be required.
9. Fire safety- Please ensure that you familiarise yourself with the fire evacuation procedure on check in. Please note specifically the operating instructions for the windows which have a latch on the inside of the frames to allow the window

Winchester Lodges Ltd

The Green
South Winchester Golf Club
Romsey Road
Winchester
SO22 5SW

to fully open if required. During your stay you will be responsible for maintaining the fire safety equipment in the lodge. We recommend that you carry out weekly checks of the smoke alarms in the property by pressing the 'test' button on the smoke alarm to check it is functioning. Please alert us immediately should any of the smoke alarms or fire safety equipment require attention.

10. All reservations by guest's resident outside of the United Kingdom must be made in pounds sterling using a credit or debit card.
11. Cancellation
 - a. Once a booking has been confirmed by Winchester Lodges, you remain responsible for the total cost of the booking for all the agreed dates booked, these will be detailed on your account statement.
 - b. All cancellations must be notified to Winchester Lodges prior to the commencement date of the letting.
 - c. Once a booking has been accepted and processed by Winchester Lodges then if you, the guest, decide you would like to extend your stay, then this is possible providing there is sufficient availability.
 - d. If you no longer require accommodation for all the dates that you have booked then no refund is issued as standard. However, Winchester Lodges will endeavour to resell your dates and offer a refund on any monies recouped less £25 cancellation fee.
 - e. If for any reason, beyond the control of the owner of the property, the property is unavailable for example because of flood, fire damage or other circumstances, then Winchester Lodges will provide you, the guest, with at least 4 weeks' notice of non-availability where ever possible.
 - f. Winchester Lodges, where possible, will try and provide alternative accommodation and if no alternative is available, a full refund will be provided to you, even if this is up to the day of the start of your stay.
 - g. Neither the owner or Winchester Lodges will be liable for any form of damages, compensation or expenses claimed by the guest in respect of the non-availability of accommodation, except as provided for by a refund as set out above.
12. You will occupy the property for the purposes of your stay only and for no other purpose. The property will normally be available to you from 4pm on the first day of the accommodation booked. All guests and occupiers, luggage, property, vehicles etc must vacate the property completely by 10.00 am on the last date of the accommodation letting.
13. All windows and doors must be checked and securely locked. In the event that keys are not returned, then a charge will be incurred by you to cover locksmith costs to change locks and replace keys.
14. You, the guest, are responsible for leaving the property in a clean and tidy condition.
15. You, the guest, shall not permit the property to be occupied by more than the maximum number of persons stated in each property description
16. The guest who has booked the property must occupy it for the purposes of a stay for themselves and not with any other person not named on the booking form unless otherwise agreed at the time of booking.
17. You, the guest, agree with Winchester Lodges as follows:-

Deductions from the damage deposit will be taken to cover the expense of putting right any damage or loss caused excluding reasonable wear and tear incurred during your stay even if the sum proves to be in excess of the damage deposit.
18. You, the guest, agree:-

Not to cause nuisance, excessive noise or annoyance to occupiers of neighbouring properties.
To allow reasonable access to the property by anyone authorised by the owner and in particular to Winchester Lodges.
19. If in the opinion of the owner or Winchester Lodges you, the guest, are not deemed suitable to continue occupation of the property because of your behaviour or damage to the property or nuisance to other parties, then this agreement may be terminated without notice and the owner or Winchester Lodges will be entitled to repossess the property immediately without any compensation to you. Winchester Lodges reserves the right to refuse bookings for whatever reason.
20. Winchester Lodges will allow dogs to stay in the property with prior arrangement only. No other pets including cats are permitted to stay in the property. You, the guest, agree that you will do the following in respect of occupation of the property by your pets, where they are permitted:-

No more than two dogs may occupy the property at any one time.

A charge of **£80- £150** will be debited from the damage deposit on check out to cover the cost of cleaning the carpets throughout the property

All dogs should be kept under strict control at all times whilst on the property.

Dogs shall not be permitted in the bedrooms, bathrooms or to go onto furniture.

Dogs shall not be left in the property unattended or in your vehicle outside of the property at anytime.

Should dogs be left unattended and disturb guests, then this may be deemed as unreasonable behaviour and warrant an invitation for you to vacate the property.

Any fouling of internal areas shall be professionally cleaned and the cost borne by the guest.

Any fouling of lawns, paths or outside surfaces shall be cleared up without delay, by you the guest. Failure to do this will result in additional charges being made which will be recovered from the damage deposit.

Guests should provide dogs bedding and necessary equipment, including food and water bowls, including towels.

Dogs should only be left at night in the area indicated in the properties guest information folder.

The following breeds of dog are not permitted even where muzzled as required by law:- American Pit Bull Terrier, Japanese Tosa, Fila Brasileiro, Doga Argentino.

21. All properties handled by Winchester Lodges are subject to a strict no-smoking policy and any damage caused to the property or its contents by smoke or cigarette burns to cover damages, costs and cleaning of the property may be charged or deducted from the damage deposit. Smoking is permitted outside the property on condition that all cigarette butts and ash are cleared and disposed of, by you, the guest, before departure.
22. Parking is available for two vehicles per property, additional guest parking is also available on site, please ask a member of the management team for details. All vehicles are parked at the guest's risk and neither the property owner nor Winchester Lodges shall be liable for any damage to the vehicle or theft of personal items stored in it.
23. A property information section is included in the guest information folder provided at the property by the owner. You are advised to read the property information section upon your arrival at the property and familiarise yourself with the operation of safety, electrical and other equipment in accordance with any guidance provided. The information is provided to make your stay a safe and happy one, but no liability can be accepted by Winchester Lodges for the content of the property information and your reliance on it.
24. If you, the guest, feel you have a reason for complaint, then you should notify Winchester Lodges immediately so that steps can be taken for remedial action. Winchester Lodges are expected to act on behalf of the owner in dealing with your complaint quickly and efficiently and if you do not complain at the time when you are staying at the property, by leaving it until after your stay has ended, then Winchester Lodges and the owner cannot provide any form of compensation as you would have not given Winchester Lodges an opportunity to remedy the matters you have complained of.
25. If you, the guest, or any members of your party leave any personal belongings inside the property you will be charged the cost of postage and packaging to have them returned to you. Any items found by the servicing company responsible for the property will be disposed of within 7 days if not claimed. All perishable foods will automatically be disposed of at the time of the changeover.
26. Winchester Lodges will not be liable for any act, neglect or default on the part of the owner or any other person not within their employ or otherwise under their control for any accident, damage, loss, injury, expense or inconvenience whether to personal property which the guest or any other person may suffer or incur arising out of or in any way connected with the occupation of the property. In addition, the owners and Winchester Lodges accept no liability for loss or damage to the guest's possessions on the owner's property or land.
27. We, Winchester Lodges and you, the guest, agree that the law applying to this Contract will be English law and that we agree that the jurisdiction of the English Courts shall apply in any dispute or claim arising out of this agreement.