

Strand House terms and conditions of hire (Covid specific terms are page 2)

- (1) The hire contract is between the Hirer (who completes the booking form online) and the Property Owners (Jan and Tony Johnston, Strand House, 17 The Strand, Ryde, Isle of Wight PO33 1JE) and is subject to the conditions below:
- (2) A provisional booking can be made by telephone, email or online and must be confirmed within 7 days by the Owners receiving the required payment and deposit. Provisional reservations will be cancelled after 7 days if the booking form and payment is not received, without further reference. The owners will seek additional information about the guests staying in the apartment before the booking is deemed completed: All guest names must be provided including ages of all guests aged under 18. (Non UK Nationals must provide passport information). For bookings made more than eight weeks prior to the holiday date a deposit of 50% of the total accommodation price is required. Balance of payment (including security deposit) must be sent eight weeks prior to the booked holiday. Reminders are not generally sent out and if the balance is not received within this period then the holiday is deemed to be cancelled. For bookings made less than eight weeks prior to the holiday date, the total amount payable must be received within 7 days.
- (3) The apartments are available strictly on a holiday letting basis and not for any other purpose. The maximum number of days for any one letting is 21 days.
- (4) The number of people staying in the apartment shall not exceed the number stated on the booking form. The maximum number staying in any one apartment cannot exceed 6 persons (including infants). No stag or hen parties are permitted to stay. The hirer, who must be aged over 25, must be present during the holiday and cannot sub-let the accommodation or transfer the booking to any other party.
- (5) The holiday apartment will be available between 4.00pm and 5.00pm on the day of the holiday commencement date and must be vacated by 10.00am latest on the date of holiday departure. Our changeover day is Saturday during the high Summer season.
- (6) The property must be left in a clean and tidy condition by 10.00am on the day of departure and security deposits will be posted to the hirer, but after the property has been cleaned and checked at the end of the stay of the hirer. Any extra cleaning charges and costs of repairs or replacements shall be deducted from this deposit. The hirer is expected to separate and remove rubbish from the property in the bins provided outside.
- (7) The property is **strictly non-smoking** and this relates to the entire property: Outside, no smoking is permitted within 5 metres of the house. If the owners find any evidence of smoking the security deposit will automatically be retained and further compensation may be sought by the owners.
- (8) The property is fitted with sophisticated fire safety alarm systems to protect everyone in the building. These alarms are tested weekly. The alarms cannot be disabled and any attempt to interfere with alarm functioning will mean automatic forfeiture of the security deposit.
- (9) The hirer must not leave any domestic appliance or heated appliance switched on when they are out. This applies to any chargeable devices with batteries including mobile phones and computers.
- (10) Off-road car-parking spaces are limited to one car per apartment booking unless by agreement in advance. Car parking is at the hirers own risk.
- (11) No pets are allowed under any circumstances.
- (12) The property owners or their representative shall be allowed the right of entry at all reasonable times for inspection, repair or maintenance purposes.
- (13) Cancellation fees will apply if the holiday is cancelled. Notice of cancellation must be provided in writing. For cancellations of 8 weeks notice or more the deposit booking fee paid will be refunded subject to the Property owners being able to re-let. For cancellation notice of less than eight weeks, the deposit amount will not be refunded and the balance (ie. 50% of the total accommodation fee paid) will only be refunded if it is possible to re-let the accommodation.
- (14) Personal travel insurance whilst on holiday and using the property is the sole responsibility of the hirer for all members of the party and visitors to the apartment.
- (15) The property and its facilities are as published in the brochure and website and the dates will be available as booked. In the unlikely event that the booked apartment is not available, through errors or events arising out of the control of the owners, then it is possible that the owners may cancel the booking. The hirer will be advised

of any such circumstances as early as possible, and will (where feasible) be offered, alternative accommodation of a similar standard and price. If this is not possible, or if the alternative offered is unacceptable, then the owners will refund all monies paid to Strand House in full – but the hirer shall have no further claims against the owners.

- (16) Bed linen is supplied for double and single beds only. Additional bedding is available for the bed-settee if requested in advance. Towels and tea towels are supplied but not beach towels.
- (17) WiFi is provided by the owners on a free, unobligated basis. Account login details will be sent via text on arrival and a separate terms of use agreement will be signed online by guests using it. This facility is not supported nor guaranteed through the property owners.
- (18) All apartments are inspected weekly by the owners. If there is any complaint, the hirer should immediately contact the owners or their representative who will attempt to resolve the problem. Complaints reported after the holiday has finished, when there has been no obvious opportunity for the owners or owners representative to investigate the complaint and endeavour to put it right during the holiday, will not be considered.
- (19) The owners cannot accept liability for happenings outside their reasonable control, such as breakdown of domestic appliances, plumbing, wiring, damage resulting from exceptional weather conditions, resulting in loss, injury or accident.
- (20) The owners liability shall not exceed the amount actually paid as rental by the hirer for the accommodation hired. It is an express condition that the owners cannot be held responsible for any accident, loss or damage which may be sustained by the hirer or any member of his party or visitor or their property however caused.
- (21) The owners reserve the right to amend prices quoted in the website, due to any errors or omissions.

Please note that we have an access statement available on request. Should you require this or any other information including these terms of hire in large print please telephone 07973 683722

Notice for Covid safety following industry guidance, risk assessment and Government guidance

Before you leave home to travel on holiday:

1. Guests displaying any of the following coronavirus symptoms must not travel on holiday or stay in Strand House: **A new continuous cough; A high temperature; Loss of smell or taste.** If you or any of your family or holiday members have these symptoms and live with you, you must not travel but follow this guidance: www.gov.uk/government/publications/covid-19-stay-at-home-guidance

Whilst you are here on holiday:

2. If you or any member of your family or friends staying with you have coronavirus symptoms (see 1.), whilst staying at Strand House you must immediately: (i) self-isolate within the confines of the apartment; (ii) tell us by ringing 07973 683722 speak to Jan); and (iii) book a test by calling 119, giving our postcode **PO33 1JE**. NB. (You will take a test at Newclose County Cricket Ground, Blackwater Road PO30 3BD). If the test is negative you can continue your holiday here. If your test result is positive, you and everyone staying with you will need to return home without delay. You will be able to re-arrange your ferry for travelling back the same day of your test result if you confirm your reason as being Covid. NB. Do not use the communal staircase upstairs except to leave to get a test or depart home, and do not use the garden under any circumstances.
3. As owners, we are doing everything we possibly can to prevent Covid infection. We are observing social distancing and we will support you with any problems remotely rather than person to person. We have extended deep cleaning and disinfecting routines and we ask that you help to do your part: We ask all guests on departure now to remove used linen and towels (sheets, pillowcases, towels, bathmat, settee throws, tea-towels and oven gloves) and place these items into the bags provided. Please leave on the property where directed inside the apartments. Please use the hand-sanitiser(s) provided when entering and exiting the property and ask everyone in your family to do the same. NB. You can wash your hands instead if you are staying in the Garden apartment as you will not be sharing and touching communal stairwells and landings.