



MILKBERE BOOKING FORM

After confirming availability please complete and return to:
Milkbere Cottage Holidays, 3 Fore Street, Seaton, Devon EX12 2LE

Property: _____ Ref: _____
 Arrival Date: _____ Departure Date: _____ No. of nights/weeks: _____

Head of Party

Surname: _____ Initial: _____ Title: _____
 Address: _____
 _____ Postcode: _____
 Daytime phone: _____ Evening phone: _____
 Mobile phone: _____ Email: _____

Full names of party members: (Include head of party)

Years of age	0-2	2-12	13-17	18-69	70*+		Years of age	0-2	2-12	13-17	18-69	70*+
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

Total number in party (Not to exceed no. in property details)

*Cancellation plan has limited coverage e.g. those over 70 are excluded. For details of more comprehensive cover please tick here:

Optional Extras

	Number	£
Pet @ fixed price £20 p.w.		
Name: _____ Age: _____ Breed: _____		
Kingsize linen @ £15 per pack		
Double linen @ £15 per pack		
Single linen @ £12 per pack		
Towels @ £6 per pack (1 hand 1 bath)		
Security Deposit: As property details		
Cot: As property details, no charge		
Highchair: As property details, no charge		

Where bed linen is inclusive please state number to be made up.

Kingsize
 Double
 Single
 Bunks

Total cost of Extras _____ £

These will be charged with balance payment, unless booking is less than 6 weeks in advance when the whole amount is due. Please refer to property details for extras available.

Keys available between 2 – 5 pm unless stated otherwise in the property details or directions. If late arriving please contact our office.

Payment

Total Property rental:	£	Cost of extras if less than 6 weeks from arrival	£
Includes booking fee and cancellation scheme			
Deposit of 20% of rental to nearest £ If less than 6 weeks from arrival	£	Total to pay	£

The whole amount is payable.

I enclose a cheque for the deposit I enclose a cheque for the full amount
 I will pay by bank transfer for the deposit I will pay by bank transfer for the full amount

Cheques made out to Milkbere Cottage Holidays **Or** Please tick as appropriate

Charge my Debit* Credit* card the deposit
 Charge my Debit* Credit* card the whole amount

*Debit cards no charge. 2.5% charge on credit card payments.

Cardholders name: _____
 Address: _____
 _____ Postcode: _____

Cardholders signature: _____

If paid over the phone do not complete card details.

Card number:
 Valid from: Expiry: Issue no: Security code:

Declaration: I have read the Terms and Conditions and agree on behalf of all persons named opposite to abide by these conditions and leave the property clean and tidy. I am over 18.

Signed: _____ Date: _____

The information given on this booking form will be kept on our database. We will not share this with 3rd parties other than persons involved in the smooth running of your holiday on a need to know basis. If you do not wish to receive marketing information from us by email please tick:

How did you hear about Milkbere Holidays?

All our properties are self contained, fully furnished and equipped with all that is necessary for your holiday home. All have digital TV, fully equipped kitchens with refrigerators, cookers, microwave, china, cutlery, ironing facilities etc. Please check property descriptions for freezers, dishwashers, washing machines, dryers and other equipment.

LINEN

All our properties have beds with pillows and duvets. A majority of the properties include bed linen.

Bed linen is either:

- Included in the rental. For holidays of 2 weeks or more a change of bed linen can be arranged, please request on booking.
- Available for hire at £12 single, £15 double/king size per set which include bottom sheet, duvet cover and pillow cases. If hired beds may not be made up.
- To be brought with you.

Towels are either:-

- Included in the rental.
- Available for hire at £6 per set (1 bath + 1 hand towel).
- to be brought with you.

If bed linen and towels are not mentioned please bring your own. Please bring your own beach towels. Linen for cots is not provided.

BABY EQUIPMENT

Where cots are provided the sleeping capacity is plus baby. Cots, travel cots, high chairs (bring own harness) and stair gates are available at some properties for infants under 2 years, please request on booking. There is no extra charge. No bedding is provided for cots.

HEATING

Heating is inclusive for all properties, except those properties with slot meters.

PARKING

Local Council car parks offer a reasonably priced weekly ticket. East Devon allows parking in certain specified car parks located in Seaton, Beer, Sidmouth, Colyton, Axminster, Budleigh Salterton, Exmouth, Honiton and Ottery St Mary.

ALLERGIES AND PETS IN PROPERTY

Please check with us before booking if you are allergic to pets. Some owners do not permit pets but bring their own.

FOOD DELIVERIES

Several supermarkets offer on line delivery to properties in the area, these include Waitrose, Sainsbury and Tesco.

DEFINITIONS

In these terms and conditions 'Milkbere Cottage Holidays' shall mean 'Milkbere Cottage Holidays Ltd', the 'guest' shall mean the person signing the booking form and the 'owner' shall mean the owner of the holiday property.

PARTIES CONCERNED

Milkbere Cottage Holidays only act as Booking Agents on behalf of the owner. The contract of hire is between the guest and the owner of the property and Milkbere Cottage Holidays cannot be responsible for the actions of either Party or the consequences resulting there from. Neither is Milkbere Cottage Holidays responsible for any obligations for any promises made by others, or for telephone descriptions.

Milkbere Cottage Holidays have carefully inspected all properties featured in its brochure and website and has done its utmost to ensure that the details described are accurate and they cannot accept responsibility for any interim changes of which they have not been notified and they do not accept responsibility should the property not conform to the holidaymaker's own individual standards. All bookings are accepted at the discretion of 'The Owner' and 'The Agent'.

DEPOSITS

A deposit of 20% of property rental to be sent with the completed booking form, or via our website. Bookings made less than six weeks in advance of your holiday full payment is required with the booking form. On acceptance of your booking you become liable for all costs.

BALANCE

The balance including any additional charges becomes payable six weeks prior to commencement of holiday. On receipt of your final payment the directions, key details etc. of the property will be sent to you. Please note we do not send reminders.

METHOD OF PAYMENT

- By cheque made payable to 'Milkbere Cottage Holidays Ltd'. A charge will be made for represented or returned cheques.
- By debit or credit card. Credit cards are subject to a 2.5% surcharge.
- By electronic bank transfer, for which you will be liable for all bank charges if incurred. Please quote your booking reference.

BANKING DETAILS

HSBC plc Sort Code: 40-40-27
Account Name: Milkbere Cottage Holidays Ltd. No.2
Account Number: 21252666 BIC/SWIFT: MIDLGB2153H
IBAN: GB51MIDL40402721252666

CANCELLATIONS

Please inform us immediately you are aware you are unable to take your holiday. All cancellations must be notified in writing within four working days of telephoning the office. Our limited cancellation plan may cover you for your cancellation, please see section below 'Cancellation Plan'. In the event of a cancellation for any cause not covered by the cancellation plan the balance is still due by the due date. We will endeavour to re-let the property where successful we will refund the rental less any discount given on re-letting and a £75 admin charge. Any refund will not be due until after the holiday dates.

CANCELLATION PLAN

Cancellation cover is provided for UK residents. Where covered by the plan, full repayment of holiday costs will be made less an administration charge £75 inc. VAT. This plan terminates 12 noon, two days prior to commencement of holiday. Retrospective claims will not be considered.

Cover: Death, injury, serious illness of any member of the party or close relative being husband, wife, parent, brother, sister, child or dependent, Jury service and posting of armed services personnel of any member of the party. Exclusions: Pregnancy; Death/injury/illness as a consequence of a condition known or occurring prior to booking, including those on hospital waiting list; any member of the party (or relative causing the cancellation), aged 70 years or over at the time of travel; government regulations; strikes; war; terrorist activity; revolution; domestic dispute; bad weather; family pet; disinclination to travel; change of employment; changes to leave by employer; claims of any nature relating to or connected with pandemic, epidemic illness, disease in humans or animals. Failure of public or private transport.

Please note Coram Tower, Upcott House, The Gallery, The Gospel Hall and Pilot Cottage are not covered by our cancellation plan and strongly suggest you take out your own appropriate insurance, or if you require comprehensive cover.

Once a booking has been confirmed, the person making the booking is responsible for the total costs shown thereon. The cancellation plan provides protection for liabilities providing that the reasons for cancellation are within the terms of the scheme.

BOOKING ALTERATIONS

All booking alterations made after the payment of deposit will be subject to a surcharge of £30 + vat providing the change is to the same property and where the owner of the property will agree to an alteration of dates, otherwise see section on cancellation. Changes to party size and pets the £30 + vat surcharge will apply.

COST AND TAX

The Agents reserve the right to adjust prices quoted in the brochure and on the website due to changes in VAT, errors or omissions.

AUTHORITY TO SIGN AND THE PARTY

The person making the booking

- Will remain responsible for all members of his or her party.
- They should ensure that they are aware of the booking conditions.
- They will meet the obligations arising there from in every way.
- The number of guests must not exceed the maximum number stated in the property description. Infants are classed as being 2 years and under. Only the persons listed on the booking form can occupy the property.
- If these conditions are not met the owner of the property may refuse right of entry to the property and no money will be refunded.

GUEST'S OBLIGATIONS

- To pay for all gas, electricity, fuel, telephone charges, internet access where levied during the tenancy.
- To pay for any losses or damages to property, however caused, reasonable wear and tear excluded.
- To take good care of the property and to leave it in a clean and tidy condition at the end of the hire period.
- To permit owners, agents, workmen and VisitBritain inspections reasonable access to the property. Where possible we will notify you of the date and time access required. There will be no need to stay at the property.
- Not to part with possession of the property or share it except with members of the party shown on the booking form.
- Not to cause annoyance or to become a nuisance to other persons who are occupants of adjoining premises.
- To accept responsibility for the safety of any pets. Pets must not be left alone in the property or grounds.
- To report accidental damage when it happens so that it can be rectified ready for the next visitors. Breakages during your stay should either be replaced or paid for. Any breakdown during your stay will be repaired as soon as possible, delays may occur.

ALTERNATIVE ACCOMMODATION

In the unlikely event of the reserved property not being available through unforeseen circumstances, Milkbere Cottage Holidays reserve the right to offer accommodation of a similar type or to refund all monies paid. The guest will have no further claim against the owner or agent. In the event of a complaint not being resolved with the owner and where in Milkberes opinion it is justified, we will try to offer alternative accommodation. This may incur additional costs

for which you would be liable. During the peak season it may not be possible to arrange alternative accommodation.

RE-ENTRY

In the event of a breach of the foregoing conditions, agreements and understandings, Milkbere Cottage Holidays shall have the right to enter the premises and re-take possession immediately and completely without compensation to the guest.

COMPLAINTS

We at Milkbere work hard to ensure you enjoy your holiday. We will give with your receipt a quality assurance questionnaire, please complete and return this as we use this to monitor the quality of the property, cleaning etc. for both ourselves and the owners to help with further improvements.

Any problems with property or equipment should first be notified to the owner of the property or caretaker immediately. These contact details can be found on your direction sheet and the amenity sheet in the property. If guests are unhappy with any aspect of their holiday property they must follow the set procedure in the booking conditions and as set out below.

First contact with owners/caretakers must be as soon as possible and during your stay at the property to allow them the opportunity to correct matters and ensure you have a good holiday. If after doing this satisfaction is not obtained the matter should be reported promptly to our Seaton office on 01297 20729 so we may investigate and resolve if possible. The office telephone answering machine is check regularly outside of office hours.

The agency does not own any properties and act only as booking agents for the owners. The contract for your holiday property is between the owner and yourselves. If the above conditions have been met we will on a goodwill basis liaise between the guest and the property owner but cannot be held liable if one or both parties are dissatisfied with the outcome. Milkbere reserves the right to refer a complaint to VisitBritain for arbitration, if required. No complaints can be entertained or correspondence entered into if they are reported at the termination of the holiday or after the guest has vacated the property or denied the owners/agents the opportunity to rectify any problems while in occupation.

LIMIT OF LIABILITY

Milkbere Cottage Holidays shall in no way be liable for loss, damage or injury caused by strike, industrial dispute, weather, war or other hostility, fire, flood, riot or civil commotion, nor for any defects or interruptions to supply of electricity, gas or water or other services. In no event shall the liability of Milkbere Cottage Holidays to the guest howsoever arising exceed the price paid for the relevant holiday.

PERSONAL INJURY

Neither the owner nor Milkbere Cottage Holidays will be liable for personal injury (other than resulting from their respective negligence) to the guest or any member of his party: for loss or damage to his property, including pets or for loss or damage to any car or its contents. The Agents accepts no liability for any act, neglect or default on the part of the Owners or any person not within their employ, or otherwise under their control, nor for any accident, damage, loss, injury. When the property is close to water or the use of facilities provided by others the owners and their agents cannot accept liability and is at the guests own risk.

GOOD HOUSEKEEPING DEPOSIT

Returnable security deposits are required at some

properties and at the discretion of the owner or agent. This is paid with the final balance and returned in full within 2 weeks of departure unless there are charges for breakage, damage and excess cleaning. The guests liability is not limited to the value of the deposit. A £20 administration fee will be added to the cost of any deductions.

CLEANING

All our properties will be cleaned and serviced before you arrive and we do ask our guests to please leave the property in a clean and tidy condition. There will be a charge for excess cleaning. No Smoking Policy - A majority of our properties do not accept smoking in the property. If the housekeeper reports that a guest has been smoking in a property a charge will be made for a deeper clean. There is a minimum £10 charge for returning articles left behind.

GREEN TOURISM

We at Milkbere wish to do our part and are committed to improving our carbon footprint where possible. We ask guests to conserve usage and to turn off lights, heating etc when not in the property.

ARRIVAL AND DEPARTURE

Keys are available between 2-5 pm on arrival; on departure return keys before 10 am. A few properties have a later arrival time, this will be shown on the final directions. Please adhere to these times to enable servicing of property. There is no right of entry before the stated arrival time.

KEYS AND DIRECTIONS

On receipt of your balance the key arrangements and directions will be given. If you are arriving after 5 pm and are picking the keys up from our offices either in Beer or Seaton, please contact our office in the week before travelling to make alternative arrangements. We recommend that guests arrive during working hours.

NUMBER OF GUESTS

In the property details we stipulate the number of people allowed and this must not be exceeded. Where the sleep section states two numbers e.g. 2-4, the property ideally accommodates the first number in beds but can provide additional sleeping e.g. convertible settees, folding beds, sometimes more suitable for children. Single 2'6" beds are more suitable for children. The facilities are for sole use of the party named on the booking form.

PETS

Many owners welcome well behaved dogs, please see property description for dog friendly properties. A fixed charge of £20 per week or part week per dog will be made and at some properties a security deposit will be required.

- Please check with office if you wish to bring more than one dog, large breed or have a pet other than a dog. If under one year old please contact the office to obtain permission from the property owner.
- Bring pets own bedding/basket/food bowls.
- Pets must not be allowed on furniture, in the bedrooms or left alone unsupervised on the premises.
- Enclosed garden does not mean it is totally escape proof.
- Any damages by a pet must be paid for.
- Ensure the property and grounds are kept and left clean.
- Pets must be up to date with flea and worming treatments.
- 'No pets' does not exclude assistance dogs.
- Milkbere Cottage Holidays or the Property Owners cannot accept responsibility for pet's safety.
- Between May and September dogs are not allowed on some or part of beaches. Leaflet obtainable from our office 'Dogs on Beaches'.

Guests who bring a pet without permission are in breach

of contract and the Agent/Owner can immediately end the booking and no monies will be returned.

SPECIAL REQUIREMENTS

We will endeavour with the co-operation of our property owners to accommodate guests with specific requirements where possible, e.g. a disability, medical condition, allergy. Please contact us to discuss how we may help. We will be happy to check details with an individual property owner on your behalf. Mobility aids can be hired in Seaton and surrounding towns. Guests who have special requirements regarding access/interior of a property may request from our office an access statement prepared by our owners.

YOUR SAFETY

Milkbere Cottage Holidays do not own properties, but we do take safety seriously and do our best to ensure our owners know the importance of the comfort and safety of their guests. However, you and your party must take care yourselves, as you will be in unfamiliar surroundings.

- Know your way around the property re: exits, to enable you to get out easily.
- Check fire blanket/extinguisher for instruction on use.
- Use fireguard on open fire and extinguish before retiring.
- Check with owner/caretaker if unsure of use of any equipment and particularly any doubts with gas and electric appliances.
- Great care in the supervision of children especially with balconies, low windows, hot tubs, swimming pools, garden ponds, sheds, greenhouses and any steep drops in the garden.
- Most properties are non-smoking. Where properties do permit smokers, you must not smoke in the bedrooms.

COTTAGES AND LOCATIONS

The name 'Cottage' does not always refer to a traditional style and thatched cottage. When booking older properties, please bear in mind that many were built without damp proof courses, uneven floors or easy stair gradient and low ceilings/doorways. Older cottages attract insects, spiders and cobwebs. It must be expected that there can be some noise from farm animals, tractors, seagulls etc. All distances are approximate but are given to the best of our judgement and in good faith.

MOBILE TELEPHONES

Some property locations may not have mobile reception. Please check if this is important for you.

INTERNET ACCESS

Where internet access is available at a property we cannot be responsible for problems caused by internet providers or property owners. The tenant agrees to comply with all current legislation. The owners/agent accept no liability for loss or damage to tenants possessions or data. Please note there may be an additional charge. Local libraries offer internet access.

BUILDING/ROAD WORKS

We will endeavour where possible to inform you of these, although these can happen at any time without prior notice to owners or us.

TERMS AND CONDITIONS

In the event of any dispute between parties it shall be referred to the jurisdiction of the English courts only and any actions shall be heard in the court for the area in which the property is situated. These conditions supersede all previous editions. Web bookings are advised to request the printed brochure. In the event of a disparity between the brochure and website the latter should be assumed to be accurate.