



Booking Conditions

1. **The contract** for a short-term holiday rental shall be made between the Client who signs overleaf and St. Albans Mencap. The contract will be entered into when St. Albans Mencap issues the confirmation form and will be subject to all the following booking conditions.
2. **Payment.** A deposit of one third of the total rental fee is payable if the booking is made more than 8 weeks before the start of the rental. The balance shall be payable not later than 6 weeks before the commencement of the rental. Non payment of the balance of the rent on or before the due date shall be construed as a cancellation of the contract by the Client. For bookings made less than 8 weeks before the commencement of the rental the total fee is payable on sending the Booking Form. All payments shall be made to St. Albans Mencap at the address at the top of the Booking Form.
3. **Cancellation.** Any cancellation made by the Client for whatever reason shall be in writing and addressed to St. Albans Mencap at the address at the top of the Booking Form. On receipt of notice of cancellation, St. Albans Mencap will seek to re-let Russell House for the period of the booking. If St. Albans Mencap succeeds in re-letting the property for that period it shall refund all the monies paid less an administration fee of £35 per week booked. If St. Albans Mencap only succeeds in re-letting the property for part of the period booked it shall refund an amount equal to the money paid less (a) the rental for the period not re-let and (b) an administrative charge of £35 per week booked. If St. Albans Mencap is unable to re-let the property at all then all monies paid by the client shall be forfeited to St. Albans Mencap. St. Albans Mencap strongly recommends that Clients take out cancellation insurance with a reputable firm.
4. **Period of rental.** Rentals commence, unless other arrangements have been agreed in writing, at 2.00pm on the day of arrival and end at 10.00am on the day of departure.
5. **The number of persons using the property** must not exceed six unless otherwise agreed in writing. St. Albans Mencap reserves the right to refuse entry to the whole party if this condition is not observed.
6. **Complaints.** Should there be any cause for complaint during the occupation of the property it must be notified promptly to St. Albans Mencap and in case of serious problems confirmed in writing.
7. **Breakages and damage.** The client is legally bound to reimburse St. Albans Mencap for replacement, repair or extra cleaning costs on demand.
8. **Care of the property.** The client shall take all reasonable and proper care of the property and its furnishings, fittings and effects in or on the property and leave them in the same state of repair and condition and in the same clean and tidy condition at the end of the rental period as at the beginning.
9. **No pets** other than guide dogs are permitted, unless previously agreed in writing.
10. **Liability.** St. Albans Mencap, its representatives and agents shall be under no liability to the Client or third parties for any loss or damage arising from breach of contract, negligence, misrepresentation or otherwise. If Russell House becomes unavailable or unusable for some reason prior to the date of the booking, then St. Albans Mencap's obligation will be limited to using their best endeavour to find a suitable alternative property or failing this to reimburse the client for any monies paid.
11. **St. Albans Mencap does not warrant** and is not responsible for the accuracy of any verbal information given or statements made by its servants or agents.
12. **Right of entry.** St. Albans Mencap shall be allowed the right of entry to the property at all reasonable times for the purpose of inspecting or to carry out repairs or maintenance.

Terms

Where the property is rented to a learning disabled individual or their direct family, or to a residential or day centre serving the learning disabled, the terms of letting shall be as per column A. The only exception shall be where specific alternative terms have been agreed, in writing, with a residential or day centre who make a suitable monetary donation in excess of £100 per week.

For all other Clients the terms of letting shall be as per column B.

Rental Per week	Period A	Period B
High Season (May to September inclusive)	£185	£370
Low season (All other months of the year)	£150	£290