

Letbyliz Limited

client terms and conditions

1. Contract

Letbyliz Limited acts solely as a property marketing and booking agent.

2. Damage Deposit

A refundable damage deposit maybe required and the amount will be specified at the time of booking.

3. Payments

Payments should be made to Letbyliz Limited at the address shown on the website www.letbyliz.com (The Coach House, 3 Oakdene Close, Bookham, Leatherhead, Surrey, KT23 4PT). Payment maybe made by cash (in person only, not posted), cheque, credit card, debit card or by bank transfer (details will be given on request). There is a 2% surcharge for credit card payments. Bank charges incurred by overseas payments will be billed to the client. Any charges raised against Letbyliz limited by their bank for dishonoured cheques, bank transfers and non-sterling cheque payments will be passed onto the client and payment for these charges must be made within 5 working days. Interest is not payable on any amount held on behalf of the client.

4. Cancellation

Any cancellation made by the client for whatever reason shall be in writing and addressed to Letbyliz Limited. The effective date of cancellation will be the date that the written instructions are received by us. The following cancellation charges shall apply:

- a. More than 8 weeks before the commencement of the rental period: loss of the booking deposit.
- b. Less than 8 weeks before the commencement of the rental period: the full cost of the rental period.

Letbyliz Limited strongly recommends that all clients take out cancellation insurance.

5. Alternative Accommodation

Letbyliz Limited reserves the right to refuse any booking without stating a reason or to cancel, modify or alter arrangements made by the client. In the unlikely event that the rental property ceases to be available for the period of the booking, then Letbyliz Ltd shall endeavour to arrange suitable alternative accommodation and if this is not acceptable to the client, all monies paid shall be refunded to the client in full, and the liability of the property owner and Letbyliz Ltd shall then cease.

6. Arrivals/Departures

Rentals commence, unless otherwise specified, at 3pm on the day of arrival and terminate at 10am on the day of departure. Alternative times can be arranged by prior agreement but they may possibly incur additional charges.

7. Number of Persons using the Property

The number of persons occupying the property must not exceed the maximum numbers stipulated at the time of booking. Prices for each property are based on a certain number of guests. It maybe possible to accommodate more guests than the recommended number of occupants but this must be agreed in writing with Letbyliz Ltd prior to the rental period.

8. Complaints

All complaints should be notified to our office immediately. We will not entertain a complaint once a property has been vacated. Letbyliz Limited and the property owners reserve the right to investigate and resolve any problems during tenancy without refund or compensation.

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9. Breakage or Damage

The client is legally bound to reimburse the property owner for replacement or for repairs on demand.

10. Care of the Property

The client shall take all reasonable and proper care of the property and its contents. They should be left in the same state of repair or condition at the end of the rental period as at the beginning. A charge may be made if additional cleaning is required. We understand that accidents may happen, if one does please notify us as soon as you can – this may reduce any charges incurred.

11. Pets

The owner has the right to have exclusions on the Property which must be respected when booking the property. Pets when allowed in properties must be kept under control and in no circumstances left alone in the property nor allowed onto furniture or beds. Hirers take full responsibility for pets and agree to pay a surcharge of £15 per pet per week.

12. Liability

Letbyliz Limited shall not be under any liability to the Clients or third parties for any loss or damage arising from any breach of contract, negligence, misrepresentation or otherwise.

13. Warranties

The owner/Letbyliz Limited does not warrant and is not responsible for the accuracy of any verbal information given or statements made by its agents.

14. Right of Entry

The owner and Letbyliz Limited shall be allowed the right of entry to the property at all reasonable time for the purposes of inspection.

15. Legal

Letbyliz Limited cannot accept liability for happenings outside its reasonable control such as breakdown of domestic appliances, plumbing, wiring, temporary infestation of pests, damage resulting from exceptional weather conditions, or owner's negligence resulting in loss, injury or accident.

16. Ownership

Letbyliz limited does not own or operate the accommodation and accordingly its use is subject to the terms and condition of each of the property owners.