

Your Holiday Contract

When you make a booking you guarantee that you have the authority to accept and do accept on behalf of you party the terms of these booking conditions. You must be at least 18 years old to make a booking with us. Your contract with Prestige Holiday Lettings Ltd is made once one of the following steps has been completed:

1. A confirmation letter or email has been sent to you.
2. When a booking is made within 12 weeks of arrival, direct by telephone and paid by debit/credit card and we give you verbal confirmation.

Paying for your holiday

You must pay a deposit of £250 per property when you book, this deposit is non refundable but can be transferred subject to availability of an alternative date or property and upon authorisation by Prestige Holiday Lettings formerly Turnkey East Anglia Ltd.

The balance of your holiday must be paid at least twelve weeks prior to your arrival date. Cheques can only be accepted if received more than thirteen weeks before your arrival date. If you fail to pay in full twelve weeks before your arrival date your holiday will be canceled and you will lose your deposit. If you book within twelve weeks prior to arrival this will be classed as a late booking and we must receive full payment by debit or credit card before we can confirm this booking.

Damage deposits must be paid two weeks prior to occupancy of the property and will be refunded upon a satisfactory check out procedure.

Failure to comply with the above procedures may result in a delay in gaining entrance to our property.

When you pay for your holiday by credit/charge card, we reserve the right to levy a 3% handling charge for each payment made by these means (no charge for Maestro/Delta transactions).

Your Holiday Price

We reserve the right to alter the prices of any of the properties shown on our brochures or website. You will be advised of the current price of the property that you wish to book before your booking is confirmed.

If you Change your booking

If, after our confirmation letter/email has been issued, you wish to change your travel arrangements in any way, for example your chosen arrival date or accommodation, we will do our utmost to make these changes but it may not always be possible.

Any request for changes to be made must be in writing from the person who made the booking.

If you Cancel your booking

To cancel the entire holiday or any component, the Party Leader must either write, fax or email our bookings department. Our contact details are stated on your booking confirmation. Cancellation takes effect on the date we receive your letter. If you cancel after we confirm your booking, you must compensate us for losses, as we incur costs from the moment you make the booking. The closer your cancellation is to the arrival date, the less likely we are to recover the costs by re-selling the holiday or components at the brochure price. Our cancellation charges therefore increase as the arrival date approaches, as shown below. If you have to cancel for a reason covered by your insurance policy, you should be able to recover the cancellation charges. Claims must be made directly to the insurance company concerned. The following cancellation charges apply:

More than 12 weeks prior to arrival loss of deposit monies only.

56 - 28 days prior to departure 50% of the cost of your holiday and loss of deposit.

28 - 21 days prior to departure 70% of the cost of your holiday and loss of deposit.

21 - 15 days prior to departure 90% of the cost of your holiday and loss of deposit.

14 - 0 days prior to departure 100% of the cost of your holiday and loss of deposit.

If We Change or Cancel your Holiday

It is unlikely that we will have to make any changes to your holiday arrangements, however we do start planning arrangements many months in advance. Occasionally, we may have to make changes and correct errors in the brochure or on the website and other details both before and after bookings have been confirmed. In the event of minor alterations, we will do our best to notify you before your arrival date. If a significant change or cancellation has to be made to your holiday arrangements we will notify you as soon as possible.

You may then: a) accept the changed arrangements; b) take an alternative holiday subject to availability. If the alternative is of a lower price than that originally booked the difference (if already paid by you) will be refunded. If the alternative is more expensive you will have to pay the difference; or c) cancel your booking completely, in which case

we will refund you all monies paid by you except for administration fees for changes you have made and credit card charges.

IMPORTANT NOTE: Compensation arrangements do not apply to circumstances beyond our control. We can cancel your holiday arrangement in the following circumstances: war, threat of war, riots, civil strikes or terrorist activity, industrial disputes, natural or nuclear disasters, fire, airport, port or station closures, bad weather conditions and similar events beyond our control.

Your Accommodation

This is reserved exclusively for the people named on the booking form and no other persons are permitted to stay at the accommodation unless this has been agreed with us in writing and appropriate payments made (if applicable) additional guests will be asked to vacate by Prestige Holiday Lettings or other person in authority. This includes any dinner parties, social gatherings or get-togethers.

Should you or any member of your party be responsible for any breakages, loss or damage of any item of the property or additional cleaning has been necessary, a charge may be payable but will be confirmed in writing by ourselves.

Please note that single sex parties or groups of young adults (under 21) may only be accepted upon authorisation by Prestige Holiday Lettings Ltd.

All our properties are privately owned and are furnished to the standards and styles of the owners and will therefore be subject to their taste. We endeavor to give an accurate description of each property with interior and exterior photographs. Please note that in some properties it is not always possible for the furnishings within the lounge/dining area to accommodate all occupants at any one time. It is sometimes the case that furnishings and/or facilities are out of use awaiting repair. We will do our utmost to ensure these repairs are action-ed in a timely manner but delays can occur which are out of our control.

No marquees, mobile discos, loud music or firework displays. Outside caterers permitted with prior permission.

Occupying/Vacating your property

The majority of our accommodations can be occupied from 3pm onwards. In order that our properties are adequately prepared for new arrivals, we must ask you to vacate the property by 10am on the day of your departure. When making your travel arrangements, please take the occupation and vacation times into consideration. We highly recommend that those visitors arriving at night take a torch.

Behavior

At all times during your holiday, you are expected to have consideration for the property, surrounding residents and other third parties. If in the opinion of ourselves, our property agent or other person in authority, you or your guests appear to be behaving in such a way as to cause, or to be likely to cause, danger, distress, annoyance or damage to the property, or a third party Prestige Holiday Lettings has the authority to terminate your holiday arrangements immediately. In this situation, we will have no further liability to you and will not be responsible for meeting any expenses you incur as a result, making any refund or paying any compensation. In addition, you will be responsible for any expenses we incur as a result of your behavior.

Building Work

Many of our properties are also situated in residential areas and work may begin on a neighboring property over which we have no control, nor are we given prior notice. However in any event we will always do our best to inform you of the facts in advance but if this is not possible, please accept our apologies.

Accommodation Service

Water, electricity and gas consumption are included within the properties rental cost. Unfortunately it is sometimes the case that our properties can suffer from water or electricity shortages and supplies can be cut off without notice for varying periods of time. In addition, you may find that the electricity may trip if too many appliances are used at the same time. We ask for your patience and co-operation in such instances, as you will appreciate these situations are out of our control.

Holiday Insurance

Adequate insurance is essential. Your booking may not be accepted until insurance arrangements have been made.

Special Requests

If you have a special request that does not form part of the arrangements described on the website or in our brochure please inform us in writing. We will do our best to comply but cannot guarantee to do so and it will not form part of our contracted obligations.

Lost Property

Please ensure all personal possessions are packed when departing your accommodation. Whilst we will endeavor to assist when items are left, unfortunately we are unable to

guarantee the return of any items which have been left unattended. Postage, packaging and handling fees will be applied for the return of lost property.

Children's Safety

As we know, children are naturally curious, especially when on holiday where there are lots of areas and things to be explored. Please ensure that children are not left unsupervised at any time during your holiday and take extra care with any outdoor play areas, ponds or woodland. Parents are responsible for the actions of their children at all times.

Local Activities

Prestige Holiday Lettings does not act as an agent for any supplier/owner of any activities, facilities or excursions advertised in our properties. Therefore if you utilise any services locally your contract will be with the local supplier/owner and not Prestige Holiday Lettings and we will not be liable for any complaints, claims loss or damages in relation to these activities, facilities or excursions. The discretion to partake in any such activities/facilities/excursions is entirely at your own risk. You are responsible for taking sensible precautions for your own safety and for the safety of any children or family members for whom you are responsible.

Promotional Offers

From time to time Prestige Holiday Lettings may promote special offers. Offers cannot be used in conjunction with any offer running at the same time and are subject to the relevant terms, conditions and availability. These offers can be withdrawn or extended at any time.

If you have a complaint

If you have cause for complaint whilst on holiday or traveling to your destination, this must be brought to the attention of a Prestige Holiday Lettings representative or relevant supplier immediately so that action can be taken at the time to rectify the problem. Should the representative/ local agent/ supplier or property agent be unable to resolve the matter, details of the complaint must be notified to Prestige Holiday Lettings in writing within 28 days of the end of your holiday. Any claims received outside this period or these not reported on holiday cannot be considered as if you do not tell us about your complaint promptly, it may prove difficult to investigate or rectify your complaint.

Printing Errors

Whilst we have endeavored to give accurate descriptions and prices, errors can occur and prices may alter due to circumstances beyond our control.