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# Booking Form

*Please note that this pdf form can be printed off and completed manually or you can type straight into it and select the options you require, you can then save it and email it to us or print it and post with your cheque.*

1. Please check the prices section of the web site to check availability and the cost of your cottage, remember to include any discounts [e.g. for couples] and £20 per dog when you calculate your total.
2. Send your completed booking form & deposit (33% of total cost) to:  
**Helsbury Bookings, The Old Vicarage, Treneglos, Launceston, Cornwall, PL15 8UQ.**
3. Properties are allocated on a first come first served basis. No booking will be confirmed until we've received a signed booking form and payment of the deposit or full balance if the booking is less than 2 months away.
4. Please make all cheques payable to "**Lavender Dog Ltd**" or pay online to our bank account, details below.
5. If you would like to pay by credit card please request a **PayPal invoice** by ticking the appropriate box below. **Please note 5% will be added to all such invoices to cover charges levied.**
6. Your balance will be due **2 months** before your arrival date. If booking less than 2 months in advance the full balance should be sent with the booking form.
7. By returning this form you agree to abide by our Terms & Conditions. Once your holiday is confirmed your deposit is **non-refundable**. We strongly recommend you take out Holiday Insurance to cover you for any unforeseen circumstances.
8. We aim to respond to you within **5 working days** once we receive your booking form or balance. Once we receive your booking form you will receive a booking confirmation letter with a remittance advice for your balance [if applicable] and an information pack once we have received your balance payment.

Name: .....

Address: .....

Address: .....

Town / City: ..... County: .....

Postcode: ..... Tel Number: .....

Mobile Number: .....

Email Address: .....

**Property Booked:**     Farmhouse     Marhayes     Westhayes     Broadview

(Please tick the name of the cottage. If booking more than one please complete a separate form for each property).

Date of Arrival (Friday): ..... after 4pm

Date of Departure (Friday): ..... before 10am

Number of dogs: .....

*If you're bringing your dog(s) please add £20 per dog to the total cost of your holiday. Any dogs that arrive without prior notice will be charged for at £30 per dog.*

Total Cost of Holiday: £ .....

Deposit (33%): £ .....

I will pay online to Account 13733459 Sort Code 20-74-20 (Please use the holiday start date as a reference)

I have included a cheque made out to Lavender Dog Limited

Please send me a PayPal\* invoice for the amount to the email address† above

\* There is a 5% surcharge for this service

† Please make sure that the email address you've provided is the one you use for your Paypal account

**P.T.O.**  
Both sides of  
the form must be  
completed

We must know the full names, addresses and registration numbers of all cars coming on site for security and insurance purposes. Please complete the names, addresses and if under 18 the ages of each additional member of your party (there's no need to repeat your own details). If these details change for any reason and you decide to bring more or less people please let us know asap:



**Name 2:** ..... Age (if under 18): .....

Address: .....

**Name 3:** ..... Age (if under 18): .....

Address: .....

**Name 4:** ..... Age (if under 18): .....

Address: .....

**Name 5:** ..... Age (if under 18): .....

Address: .....

If staying in Farmhouse, Marhayes or Westhayes

**Name 6:** ..... Age (if under 18): .....

Address: .....

**Car Registration Numbers:**

Car 1 .....

Car 2 .....

Car 3 .....

Do you require a cot?  Yes  No

Do you require a high chair?  Yes  No

**Tell us about your dog(s):**

Name.....

Breed.....

Name.....

Breed.....

Name.....

Breed.....

Name.....

Breed.....

Name.....

Breed.....

**How did you first hear about us?**

(Please tick all that apply)

- Repeat visit
- Personal Recommendation / Word of mouth
- Dogs Invited website
- Google / Helsbury Park website
- Dog People website
- Dog Friendly Britain website

By signing you are accepting our terms and conditions and confirming that you've read and understood our Dog Code:

Signature: .....

If you are completing the form electronically just type your name.

# Helsbury Park's Doggy Code

As doggy people ourselves we understand how hard it can be to find good quality accommodation that welcomes your whole family and your dogs. That's why we're keen to make Helsbury Park as dog friendly as possible. We also understand why many accommodation owners say no dogs! We're determined not to punish the considerate majority of dog owners for the behaviour of the few. To ensure we all get along for years to come, we thought it might be helpful to outline some house rules for our doggy guests and also to remind you of some useful tips for a safe and happy holiday. **It's important to point out that taking a dog friendly holiday does not mean taking a holiday from your responsibilities as a dog owner.**

- When you first arrive we strongly recommend that you keep your dog(s) on the lead while you get your bearings and get to know the site
- For the consideration of other guests, other dogs and animals on site you must keep your dog(s) under control around the other properties, this may mean keeping them on the lead when you first set out for your walk, obviously once they're out in the fields or the woods they can be off the lead as much as you like
- You must let us know in advance if you're bring more dogs than stated on your booking form, any additional dogs arriving without prior notice will be charged for at £30 per dog
- When you want to go out to dinner consider trying one of the many local pubs that allow you to take your dog with you
- Please do not leave your dog(s) alone with free run of the property
- Feel free to use the kennel we've provided adjacent to each property but make sure you provide your dog(s) with water and clean out afterwards
- Do do doo-doo patrol! Please pick up after your dog(s) wherever they are and dispose of poo in an outside bin, even if it's raining. We've provided free poo-bags in the dispensers on site, so please use them. And remember you can take bags with you to the beach and on walks. Also, please do it as you go along as our gardener may well mow the lawn while you're out and it's easier for him if the lawn is clear of poo
- If you have a puppy please bring a crate or cage with you, we really don't want them to chew the furniture or soft furnishings here in our 5 star cottages! As maintaining our grading is key to our unique offer we can't always just repair damage, more often than not it has to be replaced, at your expense! We do have a cage you can borrow if required, just let us know
- Remember to take plenty of fresh water with you on days out. Some of the quieter beaches don't have facilities that allow you to fill a bottle
- Keep your dog(s) under close control at all times for their own safety as well as the comfort of others. Dogs do fall off cliffs and get stuck in holes, please don't let it happen to yours.
- Please thoroughly clean the cottage, including dog hairs from rugs, before you leave; if properties require excessive cleaning we will impose an additional **£50 fee** to cover the cost of additional cleaning time and resources
- Dogs are not allowed upstairs in the barns, there are stair gates in both properties to assist you with this, just ask if you have any problems operating them, in Broadview please shut the doors to rooms you're not using so that dogs do not sneak into bedrooms when your back is turned
- Please do not allow dogs on furniture without using one of the blankets provided
- Please try and discourage your dog from eating the wildlife

**Thank you for your help in keeping Helsbury Park 5 Star and Dog Friendly.**

## Helsbury Park Terms & Conditions

### 1. The Law and Your Rights

- a. These conditions alone shall govern and be incorporated in every Contract for the lease of holiday property owned or managed by Lavender Dog Ltd (hereinafter referred to as the Company). References to 'the Company' mean Lavender Dog Ltd., its employees and nominated representatives (providing they were at the time acting in the course of their employment). References to 'you' and 'your' mean the person making the booking (the 'party leader') and all members of the holiday rental party who have been accepted by the company. These conditions set out the basis of your contract with the company. Nothing in these Conditions affects your normal statutory rights.
- b. All disputes shall be settled in accordance with the laws of England and any dispute between the parties will be subject to English laws. The parties submit to the exclusive jurisdiction of the English Courts in respect of any dispute arising under or connected with this contract.
- c. Any proceedings arising out of this contract shall be brought in any competent jurisdiction in Nottingham.
- d. These booking conditions will apply to all confirmed bookings. These booking conditions supersede any previous conditions.
- e. The statutory rights of the person who deals as a consumer (as defined by Section 12 of the Unfair Contract Terms Act 1977) relating to misdescribed or defective goods or services are not reduced by these conditions and information and assistance regarding statutory rights for consumers are available from Trading Standards Departments or Citizens Advice Bureau. The tenancy is a holiday tenancy pursuant to Section 9 part 1 of the First Schedule Housing Act 1988.

### 2. Your Booking

- a. That the hiring contract shall be between you and the company. The party leader must be at least 21 years of age at the time of booking. Your booking is made as a consumer and you agree that no liability can be accepted by the Company for any expenses, costs, losses, claims or other sums of any description which relate to any business, howsoever suffered or incurred by you. The Company accepts no responsibility for personal injury to you or loss or damage to your property or other matters over which it has no control. You must take all necessary steps to safeguard your property and ensure your personal safety.
- b. If you wish to reserve one of the properties for the purposes of a holiday, we recommend that you telephone first to check availability. Please then complete the enclosed booking form in full and return it to us with a cheque for the booking deposit of 33% of the total cost of renting the property you wish to reserve. **In the event of your booking being sent within 8 weeks of commencement of the holiday the full amount of the holiday must be sent.**
- c. By completing and returning the booking form no Contract exists between you and the Company. If the accommodation is available when we receive the booking form and we accept the booking we will send you confirmation of the acceptance of your booking and the Contract will be concluded between you and the Company when the acceptance is posted to you. Once a booking has been confirmed in writing the deposit is non-refundable. When you receive your confirmation, the details must be checked carefully. If anything is incorrect, you should notify the company immediately.
- d. The balance of the rental is due 8 weeks before the commencement of the holiday. No further invoice will be sent to you and you must make this payment in good time. Failure to make the payment on time may result in cancellation of the holiday and forfeit of the deposit. All prices quoted on the web site or otherwise advised to you include all booking fees, charges and Value Added Tax (VAT). Should the VAT rate increase or any additional taxes or levies be introduced that increase the price of your holiday you may be required to pay the extra amount. If you pay by credit card or PayPal the company will make a charge of up to 5% to for each payment made this way to recover the credit card company's charges to the Company. If any payment by you is not honoured for any reason whatsoever, the Company is entitled to make an administration charge of £25.
- e. Every effort is made in compiling the web site as to accuracy. Facilities may be altered or withdrawn for reasons outside the control of the Company in which case no responsibility can be accepted. Any minor discrepancies between text, photograph and illustrations on the web site and the actual property may arise and must be accepted by you. Any additional information given by Lavender Dog Ltd or its staff over the telephone shall not amount to representations on behalf of the Company

### 3. Cancellation

- a. **In the event that you cancel the holiday once the Contract has been completed, you will forfeit your deposit.**
- b. Your occupation of the holiday accommodation will be on the terms contained in this document under the heading Terms of Hire.
- c. The Company does not expect to have to make any changes to your booking, but occasionally problems occur and bookings have to be changed or cancelled. If this does happen, the Company will contact the party leader (by telephone or email where reasonably possible in the case of a significant change or cancellation, minor changes will be notified by post) as soon as is reasonably practical, explain what has happened and inform you of the cancellation or change. If you do not want to accept a significant change or any alternative property offered or the Company cannot offer you a suitable alternative property, you will receive a full refund of all monies paid to the Company. No compensation, expenses costs or other sums of any description (including the cost of securing alternative accommodation) will be payable in any circumstances.

### 4. Complaints Procedure

- a. Should any cause for complaint arise, it must be reported to the local contact or key holder immediately and to the Company who must be given the opportunity to rectify the situation.
- b. Should this fail however, or you are still dissatisfied, you should telephone details of your complaint to the Company within 48 hours of the start of your holiday or of the problem arising on 01840 211726 (an answering machine will take messages out of hours).
- c. Written details of your complaint must be received by the Company within 7 days of the end of your holiday, who will investigate your complaint.

- d. This complaints procedure must be strictly adhered to. No inspection of the property will be made when other holidaymakers are in residence.
- e. No refund of the rental fee will be made in full or part if you have continued to occupy the property after notifying the company of your complaint.

## 5. Force Majeure

- a. Except where otherwise expressly stated in these conditions, the Company shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for the Company's failure to perform any of its obligations to you which is due to any events or circumstances beyond its control. By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, destruction or damage of the property by any cause and all similar situations. In appropriate cases the Company will refund to you all monies paid by you to the Company for your booking.

## 6. The Terms of Hire, you will:

- a. Not do or suffer to be done on the premises anything which may be or become a nuisance or annoyance to the Landlord or to the tenants or occupiers of the adjoining premises or may vitiate any insurance of the premises against fire or otherwise or increase the ordinary premium thereon and not make any alteration in or to the premises.
- b. Use the premises and the furniture, fixtures and effects in a tenant like manner and not remove any of the said furniture and effects from the premises and leave the said furniture and effects at the end of the holiday in the rooms or places which they were at the beginning of the holiday.
- c. Not swim in the pond or river or allow any member of your party to do so.
- d. Not use the premises or any part thereof for any other purpose than that of a private holiday residence and not assign underlet charge or part with the possession of the premises or any part thereof or of the said furniture fixtures or effects or any of them.
- e. Keep the garden tidy and in good order. Any fouling of gardens or pathways, is to be removed prior to departure, securely enclosed in a plastic bag and disposed of in an outdoor dustbin.
- f. Yield up the premises at the end of the tenancy with all the said furniture fixtures and effects in the same clean state and condition as they were at the beginning of the tenancy and make good pay for the repair of or replace all such articles of the said furniture fixtures and effects as shall be broken, lost, damaged or destroyed during the tenancy (reasonable wear and tear excepted). **If beds in more than one room require changing when a 'couples only' discount has been applied the balance of the full occupancy rate will be charged.**
- g. Pay for the cleaning of all counterpanes, sofa covers, curtains, rugs and carpets which have been soiled during the tenancy (reasonable use thereof nevertheless to be allowed for). **An additional flat charge of £50 will be made if any such soft furnishings require additional cleaning.**
- h. Pay all charges made for the use of the telephone (if any) on the premises during the tenancy or a proper proportion of the amount of such charges to be assessed according to the duration of the tenancy.
- i. Ensure the holiday property is securely locked when not occupied during the holiday let.
- j. To keep pets, where allowed, under strict and proper control at all times, especially with regard to conditions 6e-g inclusive. Pets are not to be left alone at any time in or near the property unless in a kennel or crate. Animal hairs to be removed from carpets and furniture prior to departure. Pets are not allowed in bedrooms or on furniture. Any fouling of gardens, yards or lanes is to be removed prior to departure, securely enclosed in a plastic bag and disposed of in an outdoor dustbin.
- k. Lavender Dog Ltd and its representatives shall be allowed access to the accommodation at any reasonable time during any holiday occupancy.
- l. Accept that in rural locations people have to earn a living and often keep long hours and also accept the smells and noises associated with the countryside and farm life.
- m. Limit the number of occupants to the number stipulated on the Helsbury Park web site and the party to those detailed on the booking form. Lavender Dog Ltd reserves the right to refuse admittance to the holiday property if this condition is not observed.
- n. The Tenant hereby acknowledges that his/her occupation of these premises under this Agreement is required for his/her holiday ONLY and undertakes to vacate the premises at the expiration of the tenancy to enable Lavender Dog Ltd to meet its obligations under other Agreements made or to be made for the seasonal holiday lettings and/or to reoccupy the premises.
- o. If you or any member of your party fails to comply with these terms or if the company or its representative has cause to reasonably believe that damage is likely to be caused, has been caused or is being caused by you or any member of your party, the company is entitled at its sole and absolute discretion to refuse to hand over to you or to repossess the property (which includes the fixtures, fittings, furnishings and decorations). These circumstances will be treated as a cancellation by you. No refund of any monies you have made in respect of your booking will be made and nor will the Company have any liability to you as a result of this situation arising (including for example any costs or expenses you incur due to not being able to occupy the property, such as costs incurred by your needing to secure alternative accommodation). In this situation the company is under no obligation to find you any alternative accommodation.

## 7. If any provision of these Terms shall be unlawful, void or for any reason unenforceable, then that provision shall be deemed severable from these Terms.