



Essential Information

The Torcroft Apartments at Bedford House

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Welcome to The English Riviera on the South Devon coast.

Dear Guests

A very warm welcome to Torquay and the stunning surrounding areas.

We have put together some useful information for you, to include housekeeping about Bedford House. If you need anything during your stay please do not hesitate to contact us on 01803 298292, 07872 997511 or 07887 530400.

We hope you have a wonderful time - warm wishes, Gary & Philip

The Contract

- The contract is for a short term holiday rental between MinkaCo Ltd and guests booking a property.
- The names and ages of all those who will be occupying the property during the period of booking must be specified prior to arrival.
- It is your responsible to adhere to the rules outlined below and inform us of any concerns that arise during your stay
- Any contract is between the lead guest and MinkaCo Ltd, who own the property and let it to the guest/s in the appropriate condition.
- The party leader must be at least 18 years of age at the time of booking.
- Please note children who are 3 and over count towards the total number of guests who can stay and must be assigned to a bed
- Infants under 3 stay free of charge - please note we do not provide any equipment for young children

The total number of guests, not including infants, are as follows;

Apartment 1 - 2 guests

Apartment 2 - 4 guests
Apartment 3 - 6 guests
Apartment 5 - 4 guests
Apartment 6 - 2 guests

Payments & Booking Confirmation

- A 30% deposit is required to make a reservation
- Bookings made within 28 days must be paid for in full at time of booking
- Full payment must be made at least 28 days prior to arrival
- Card details are required at time of booking to enable us to take your deposit and confirm your reservation
- Full payment is required via a BACs payment, details are provided 28 days prior to your arrival, by email
- Please include your surname when making full BACs payment.
- For bookings made less than 28 days from arrival, the full value of the booking is required.
- We will send a reminder 28 days prior to arrival, to request payment in full.
- If the balance has not been paid more than 24 hours after the due date, we reserve the right to cancel the booking without refund.
- There is an additional payment of £25 per dog for each stay, which must be made at time of booking.

Cancellation

- Guests will be refunded in full if a booking has to be cancelled by us as a result of *force majeure*.

This includes but is not limited to;

- *'Acts of God' such as floods, drought, earthquake & other natural disasters*
- *Epidemics and pandemics, terrorist attacks, civil war, civil disturbance, war and preparations for war, imposition of sanctions, embargo or breaking off diplomatic relations*
- *Restrictions placed on the business by local or national authorities, fire, contamination of any kind, explosion or accident*
- *Non performance by our suppliers or contractors as well as the failure of utility services.*

- If Government restrictions mean that guests are not permitted to travel you will be refunded in full.
- If the guest (or any member of their party) is unable to travel or disinclined to travel to stay at the property they accept responsibility for any loss incurred due to their cancellation and no refunds will be made.
- This includes but is not limited to illness, self isolating, quarantine, jury service, military service, incarceration, change in personal work circumstances, family emergencies, adverse weather preventing travel, travel delays, vehicle breakdown & public transport delays.
- Cancellations may be notified to us by phone but must be confirmed in an email. Once we have received the request in writing we will confirm the cancellation request.

Cancellation Fees

Please note during high season bookings are a minimum of a week. Due to this if any circumstances change for any reason we request you contact us as soon as possible. You may contact us by phone in the first instance but cancellations must be confirmed in an email, before any refund can be paid.

Please note there is a cancellation fee applied for bookings more than 28 days due to administration and costs incurred to us. This will be taken out of your deposit prior to receiving your refund.

Days before arrival	Refund	Cancellation fee
More than 28	100%	£15
28-14 days	50% of total cost of booking	No cancellation fee
Less than 14 days	No Refund	No cancellation fee

- Guests who book through third party online travel sites will need to inform them in the first instance.
- Failure to pay a balance by the due date will mean that a booking will be cancelled and any deposit payments may be forfeited.

We strongly recommend that guests take out travel insurance or Booking Refund Protection so you can relax and look forward to your stay.

We do not recommend any particular insurer as every guest should arrange cover to meet their personal circumstances

Number of Guests

- The maximum number of people allowed to occupy each apartment is stipulated in each apartment profile on our website and in your booking confirmation. **This cannot be exceeded without exception.**
- The Guests 'right to stay at the apartments may be terminated without compensation, or an additional charged levied, if:
 - More people than specified on your Reservation Form stay overnight
 - The number the apartment legally holds in accordance with our fire assessment, stay overnight
 - Any activity is undertaken which may cause unreasonable damage, noise or disturbance.

Authority to Sign

The person making the booking certifies that they agree to the Terms & Conditions on behalf of all persons staying at their apartment and is deemed the lead person for their party. The lead person agrees to be responsible for all individuals occupying the apartment during their stay and informing the owners of any concerns, mishaps or problems.

Arrival & Departure

- The car park is located in front of Bedford House
- Please note there are a number of steps up to Bedford House with a hand rail and Apartments 2 and 3 have stairs to access
- Check in is from 4pm onwards.
- We always want to accommodate you, so if you want to check in earlier please contact us, at least 3 days before your arrival. We do not guarantee this, particularly during busy high season.
- Check out is at 10.00am on the day of departure. Please leave the apartment clean, check lights are turned off and all windows and doors are closed. Please return the keys to the key safe outside your front door.

Key Collection

- Your keys are by the entrance of your apartment in a key box.
- Upon full payment of your booking our online diary will update your booking and you will receive the key code 24 hours prior to your arrival, by email.

Lost Keys

- A charge of £50 will be made for replacement of lost keys and key fob.
- If you loose your keys during your stay we kindly request you inform us as a priority, to enable us to arrange a replacement and ensure no guest stays are impacted.

Special Requests

- If you have any personal requirements contact us prior to booking to ensure the apartments are suitable for your stay.

Dogs

- **Apartments 1, 3 and 5 and DOG FRIENDLY**
- **Apartments 2 & 6 are NOT dog friendly, to accommodate all guests including those who have pet allergies.**
- **Dogs should never be left unattended in the property.**
- There is a £25 fee for bringing each dog and we must be notified in advance if you are intending to bring your dog.
- Dogs are not allowed in the bedrooms, or on beds and sofas. Please ensure your dog enjoys their holiday home whilst observing house rules!
- Guests are responsible for disposing of dog poop and we request it is not deposited of with apartment bins. Please pick up after your dog. People who fail to do so put the well being of children and other dogs at risk.
- If a dog cause annoyance or danger to other guests the booking may be terminated without notice or refund.
- Guests are fully liable for any damage caused by their dog.
- Guests must remove pet hair from carpets and furnishings before departure
- Dogs should be adult and not puppies and at least 1 year old to stay.

- Before you come away on your break please ensure you dog's vaccinations, flea and worm treatments are all up to date. This helps keep all our beloved four legged friends happy and healthy.
- We will supply dog bowls, towels and throws but if you pet has their favourites please bring them with you.
- We are dog owners and lovers and appreciate occasionally things happen. If there are any mishaps that require additional cleaning we ask you inform us as a priority, to enable us to make good.
- We will pursue full payment for any damage we discover, so please pick up the phone if you need our help.

Please remember the following for a successful stay;

1. Your dog should be kept out of bedrooms, to avoid additional cleaning costs as dog hair is tricky to remove from bedding
2. Your dog should relax and sleep on the floor or their own bed - furniture can be difficult to clean, particularly after long walks and seaside swimming
3. Food and drink bowls should be kept off carpets and wooden floors to avoid staining - tiles and vinyl is best!
4. Your dog shouldn't be left alone to have their own party, or holiday time so bear in mind places to go and hang out and have fun when you book - there's loads of information on line
5. And finally, please clear up after your beloved dog when you leave - we want guests to all enjoy our apartments and respect a Place Like Home must be treated as such - Thank You and enjoy.

Linen

- Bed linen is included and beds will be made up on arrival.
- Bath towels (not beach towels) are included.
- Bedding & towel changes will be made for stays over 7 nights.

Get Connected

- Network name: Bedford House
- Password: englishriviera
- There are boosters installed throughout Bedford House to ensure best coverage for all guests
- WiFi is provided and you agree to reasonable and lawful usage of the service during your stay.

Smoking & fire safety

- Any additional cleaning or damages incurred as a result of smoking will be invoiced to guests as “Damage to Property” to be paid within 7 days.
- Smoking is permitted in the grounds and we kindly ask you dispose of cigarettes.
- No candles, lit items or naked flames are permitted.
- Please inform us if a fire alarm needs re-setting.

All accommodation is strictly non-smoking and no vaping

Security

- Please note there are 4 security cameras outside of Bedford House continuously recording for everyone’s safety and security during your stay.
- If you have any security concerns during your stay please contact us
- Please ensure that you have secured your front door each time you leave your apartment
- Please ensure that your lock box is secure when you leave keys at the end of your stay - thank you.

Parking

- The car park for the Bedford House is in front of the building and there is car parking spaces for 4 vehicles.
- Every apartment has a parking space on site or within 2 minutes walk, at our neighbours
- Guests must register their vehicle at time of booking.
- Additional spaces are available on the road nearby.
- Some of this parking is subject to restrictions and/or charges.
- **If you have a second vehicle there is not adequate space to park when we are full and we will request you move at your own cost**
- **Guests park entirely at their own risk.**

Right of Entry

We shall be allowed the right of entry to any apartment within Bedford House at reasonable times if you require assistance, to carry out an inspection if concerns are raised or undertake necessary repairs or maintenance.

Raising Concerns

- The owners request that we are notified as soon as reasonably possible of any concerns to enable us to investigate and/or take remedial action.
- For the avoidance of any doubt any concerns which are apparent upon arrival should be notified to the owners within 24 hours of arrival.
- Compensation will not be offered where you have not informed the owners during your stay, to enable us to make good.
- We are available 24 hours a day for an emergency situation on; 07872 997511 or 07887 530400.

Personal Items

- We recommend a final sweep of your apartment prior to leaving, once you have packed and loaded your car, to ensure you have all your possessions.
- If you leave anything behind don't worry, just give us a call as soon as you can and we will do our best to find it for you
- We are happy to organise the return of 'lost luggage' via Royal Mail Special Delivery, and ask you to meet the cost of postage prior to sending
- If you leave any perishable, including food and drinks or toiletries we will presume these are to be disposed of
- Please remember the Number 1 item left behind by guests is phone chargers!

Winter And Longer Lets

Torquay and South Devon is a great all year round destination, with our micro climate perfect for milder winter days.

- Bedford House is available to hire for longer stays over the quiet season and we are able to offer special rates.

- Winter lets are available from 1 November - 1 April, excluding Christmas and New Year.
- If you are interested in a longer stay please contact us directly to agree a reduced price, flexible and the longer you stay the cheaper it can be!

The Agreement

During your stay you agree;

- (a) To pay for any losses or damage however caused (reasonable wear and tear excepted).
 - (b) To take good care of the apartment and leave it clean and tidy prior to departure.
 - (c) To permit owners and staff reasonable access to the property.
 - (d) Not to part with any possession of MinkaCo or share it except with members of the party as listed prior to arrival.
 - (e) Not to cause an annoyance or become a nuisance to occupants of Bedford House. If there are concerns during your stay please inform us as a priority to resolve.
 - (f) Not to use any apartment for commercial purposes, gatherings or parties.
 - (g) Not to use any apartment for any noisy, dangerous, offensive or illegal activities.
- Due to fire regulations and insurance **under No Circumstances** may the number of guests exceed the stipulated description and must be the number you inform us at time of booking.
 - A cot, provided by you, may only be occupied by a child aged 36 months or less at no additional charge.
 - (e) Not to cause an annoyance or become a nuisance to occupants of Bedford House. If there are concerns during your stay please inform us as a priority to resolve.
 - (f) Not to use any apartment for commercial purposes, gatherings or parties.
 - (g) Not to use any apartment for any noisy, dangerous, offensive or illegal activities.

- In the event of breach of these Terms and Conditions guests are breaking their agreement with us and may be required to leave during their stay, without compensation.
- If at any time you require additional information, support or need to inform us of any mishaps or concerns we kindly ask you inform us as a priority.

The agreement to stay in the property for the holiday period does not create the relationship of landlord and tenant between the parties. Guests will not be entitled to any statutory protection under the Housing Act 1988 or other statutory security of tenure at the point of booking, staying at the property or at the end of the stay.

Liability

The owners do not accept liability for any act, neglect or default on the part of any person not within their employment nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property, which you or anyone connected with the rental may incur.

The owners reserve the right to provide alternative accommodation or cancel the booking owing to exceptional unforeseen circumstances beyond our control.

If for any reason beyond the owner's control the apartment is not available on the date booked (owing to fire damage for example) or the owners deem the property as unsuitable for holiday letting, all rent and charges paid in advance by the guests will be refunded in full, but guests shall have no further claim against the Owners.

Disclaimer: All properties are used at your own risk. Adults should ensure that children are adequately supervised during your stay at all times.

Governing Law & Jurisdiction

The contract is deemed to have been made at MinkaCo's registered address; The Torcroft, 28-30 Croft Road, Torquay, Devon, TQ2 5UE. The validity, construction and performance of this Agreement shall be governed by English Law. The guests submit to the exclusive jurisdiction of the English courts.