

TERMS AND CONDITIONS - SELF-CATERING ACCOMMODATION

These are the terms which apply to the contract in relation to your booking of a Jersey Heritage Holiday Let. For the purpose of these terms, you (the person making the booking) are referred to as the 'Guest' (or 'Guests'), 'you' and/or 'your'.

Please take the time to read these terms carefully as they explain important information, such as terms of cancellation, security deposits and other important information.

1. Your booking must be for holiday purposes only. You may not sub-let the property or use it for weddings or parties, unless otherwise approved by Jersey Heritage (JH).
2. Arrival and departure: The property will be available to you from 3pm on the first day of the booked letting period. All Guests and occupiers, luggage, property, vehicles etc. must vacate the property and associated land completely by 10.00 am on the last date of the letting period. If a Guest (or their guests) fails to vacate the property or associated land by this time, JH reserve the right to deduct an amount from the security deposit to cover the extra period of occupation and any extended or delayed cleaning arrangements caused by the delay.
3. The number of people sleeping at the property must not exceed the number stated on the booking form.
4. The lighting of fireworks on land surrounding the site, the use of candles and smoking inside the property are strictly prohibited.
5. No tents, marquees or other temporary structures may be erected on land surrounding the property.
6. Dogs are allowed at Barge Aground, Fort Leicester, Kempt Tower and La Crête Fort only; they must be supervised at all times and are not permitted to go on the furniture. Dog waste must be cleared from the surrounding area in an appropriate manner. The grounds are checked before and after each booking and if dog waste is not cleared we will charge an additional fee, deducted from the security deposit.
7. Our properties are important historical sites with many original features. They do not have many of the health and safety features required of modern buildings, it is therefore essential that you and your guests behave responsibly, and that children are supervised at all times.

Our properties are fitted with smoke alarms and fire extinguishers.

8. Vehicles may only park in the designated area.

9. Should there be a disturbance at one of our properties or local residents affected as a result of your stay, then your hire may be terminated resulting in the loss of your hire fee. In this instance it is not the responsibility of Jersey Heritage to provide alternative accommodation.

10. Any problems whilst you are staying at the property or grounds for complaint should be reported immediately to a member of the Jersey Heritage Lets team or the site supervisor. We will endeavour to address any issues as soon as is reasonably possible. Failure to do so will prejudice a claim irrespective of its merits.

11. Although all information regarding prices, availability and on site facilities are correct at the time of going to print, we reserve the right to change any details contained in published information at any time.

BOOKINGS

12. 50% of the total hire price is required as a non-refundable deposit upon booking. The full balance is due two months prior to your arrival. Should your booking commence within two months prior to your arrival then the full amount is required upon booking.

Once we have received your booking, the deposit payment has been received and a confirmation sent, a contract has been entered into which includes all of the listed conditions. Payment of all required amounts when they are due is the essence of the contract.

13. An initial enquiry over the telephone or via email does not constitute a booking. A booking is firm when full payment of the deposit has been received and confirmed to you in writing.

14. When you make a booking you warrant that you are over 25 years of age and will be present for the duration of the hire. You accept full responsibility for all persons who will use the property during the period booked, and that you have read and fully understood our terms and conditions.

15. We will not accept bookings on behalf of another individual – for example a parent hiring on behalf of their teenage child or a member hiring a property for a non-member and thereby

sharing their discount.

16. Your credit card details will be kept safely on file until the property has been checked upon your departure by the site supervisor. Damage to the property and its contents, a disturbance affecting local residents as a result of your stay, or failure to return all of the keys to Jersey Heritage will incur a minimum additional charge of £200.00, this will be debited from the credit card details provided on your booking form.

PAYMENT

17. All payments are in sterling. All major credit cards with the exception of American Express are accepted.

18. We require a refundable security deposit of £200 (per property) which will be pre-authorized on your payment card 7 days before your arrival and automatically released off your card within 7 days of departure.

19. All refunds are paid within 7 days of departure once the site supervisor is satisfied and the terms and conditions of rental have been compiled with. Failure to leave the accommodation in a clean and tidy condition may result in the loss of all or part of your security deposit.

LOSS OR DAMAGE

20. Jersey Heritage shall not be responsible for any loss or damage to any belongings, or injuries sustained by you or any of your party whilst staying at one of our properties.

21. On booking you agree to indemnify us against all loss and damage arising directly or indirectly to the property and its contents, from any deliberate or negligent act or omission by yourself or any person, and without limitation of the foregoing to pay us forthwith, upon written demand, our costs in making good any such damage and cleaning.

22. Guests are required to take good care of the property and its contents and leave the property clean and tidy on the day of departure. All or part of the security deposit will be forfeited if during the hire period there are any breakages or damage caused to the holiday accommodation (including garden, grounds & garage if applicable), furniture, equipment, or utensils within the bounds of the holiday accommodation or if after the guest(s) have vacated

the holiday accommodation the property requires additional cleaning beyond what would be reasonably expected. Guest would be required to reimburse Jersey Heritage if the total amount of damage and/or extra cleaning charges exceeds the amount of the security deposit held. Please let us know about any breakages or damage so that we can arrange to replace/repair the item(s) in time for the arrival of the next guests-we don't always charge for minor breakages if reported to us before departure.

SECURING THE PROPERTY

23. The property must be left secure, with all windows and doors closed and locked on your departure or whenever you leave the property unattended.

24. On your departure all keys must be returned to the key safety deposit box attached to the building. Failure to return all keys will result in an additional charge of £50 which will be deducted from the security deposit.

HOUSEKEEPING

25. Before departure you must ensure that the property is left in as clean a condition as you found it on arrival. All items of furniture and equipment should be returned to their original position. If the property not been left in a satisfactory condition we will charge an additional cleaning fee which will be deducted from the security deposit.

CANCELLATION OF BOOKINGS

26. Should you need to cancel a booking you must notify us as soon as possible. Your deposit is non-refundable and the following cancellation charges will apply:

- More than 90 days before your arrival; your deposit
- 89 to 60 days before your arrival; 50% of the total rental
- 59 to 30 days before your arrival; 75% of the total rental
- 29 days or less before your arrival; 90% of the total rental
- On your arrival date or early departure; 100% of total rental

In addition, you will be responsible for any travel costs incurred by you in relation to the booking. We do not operate a cancellation insurance scheme and strongly recommend that you ensure your own appropriate cover.

27. Jersey Heritage may cancel your booking at any time before your arrival date. We would expect to do this only for essential building work or for some other reason unforeseen at the time of your booking.

28. In the unlikely event of this happening all money received in relation to your booking by Jersey Heritage will be refunded. We will not have any liability beyond this and without limitation of the foregoing; Jersey Heritage will not be liable for travel costs incurred by you in relation to the booking.

29. We accept no liability for any works or activity of any sort occurring on any premises adjoining or neighbouring any one of our properties, nor shall we be responsible for making enquiries about the likelihood of, or providing any information to you about any such works or activity.

30. However, if it is perceived by Jersey Heritage that the property has been hired for what it considers inappropriate or unsafe use, the hire will be cancelled with the loss of hire fees as detailed in point 23.

CONTACT DETAILS AND ACCESS

31. You must provide us with a mobile telephone number that will be in use for the duration of your stay, as we may need to access the property for essential maintenance purposes and will need to notify you beforehand. In the unlikely event of this happening there will be no need for you to wait in, we will attempt to give you as much notice as possible but should we be unable to contact you then access may still be necessary. The Jersey Heritage site supervisor will accompany the contractor on every occasion.

IMPORTANT INFORMATION REGARDING LA CRÊTE FORT, KEMPT TOWER AND FORT LEICESTER BOOKINGS

32. The septic tanks are emptied at these properties on a weekly basis; it is likely that this will take place during your booking. The process does not require inside access and it is not necessary for you to wait in for them however, at La Crete Fort the man hole cover is outside the main entrance/bedroom window, the Transport and Technical Services Department may arrive as early as 8am. The manhole cover at Fort Leicester is at the bottom of the steps; please ensure that you park in the correct position at all times leaving access to the manhole clear.

33. These properties are not connected to the mains water supply; the water comes from a borehole and must be treated every six weeks. Jersey Heritage make every effort to ensure that the process is carried out when the properties are empty but during high season this may not be possible. Our authorised contractor will need inside access to the water tanks at both properties; this may have to take place during your booking. We will endeavour to inform you in advance of your arrival at the property; it will not be necessary for you to wait in.

IMPORTANT INFORMATION REGARDING HAMPTONNE CIDER BARN AND STABLE APARTMENTS

34. Smoking at Hamptonne is strictly prohibited.

35. Please restrict cooking to the kitchen in your apartment, barbecues must not be used anywhere within the grounds.

36. You must ensure that exterior doors leading out to the road-side are closed at all times and locked when necessary.

37. Please ensure that you close the North and South courtyard doors behind you to prevent hens from escaping from the meadow.

38. Respect any livestock that may be living at Hamptonne during your stay. They are looked after very well so please do not feed, touch or distress them in any way.

39. Historical graffiti can be found throughout both properties in the form of original tradesmen's signatures plus an interesting drawing of a hanging man in the lounge/diner. We trust that the hirer will respect the context of this graffiti and refrain from including modern additions.

40. Hamptonne operates as a visitor attraction; the public will be on site during opening hours and for special events throughout the year. The Cider barn is also licensed for civil wedding ceremonies, as access to the apartment is via wooden steps located inside the barn, access will be restricted for the duration of the ceremony (approximately 45 minutes). On booking you are deemed to have accepted these conditions.

41. Events can also be held in Hamptonne House, downstairs in the Cider Barn and in the marquee overlooking the meadow; it is likely for marquee events that there will be music playing until 12am when guests are expected to leave the site. On booking you are deemed to have accepted these conditions.

42. Please note that these occasions are not regular occurrences.

43. Should you have any questions regarding our terms and conditions then please contact the Jersey Heritage Holiday Lets team.

IMPORTANT INFORMATION REGARDING BARGE AGROUND

44. Due to legislation changes we are not able to allow guest to access the roof terrace.

IMPORTANT INFORMATION REGARDING ELIZABETH CASTLE APARTMENT

45. Please be aware that due to the unique location of the castle, access is dependent on the tide and weather, the castle ferry is unable to operate when the wind is high enough to create a rough sea. Should this situation arise then please take the advice of the site supervisor, who lives at Elizabeth Castle in the adjacent apartment, or the castle ferry kiosk supervisor. We strongly advise that you check ferry/airport arrivals and departures before confirming your booking with Jersey Heritage.

ACCESS

46. The sea surrounds the castle twice a day when the tide is high. During low tide periods you can walk to and from the castle across the beach causeway (15 minute walk approximately). The Castle ferry can provide transport to and from the castle during opening times 10am to 5.30pm. The last ferry from the kiosk to the castle is at 5.00pm. The last ferry to leave the castle for the day is at 5.30pm. Outside of these times you may walk across the beach to the shore when the tide is low. If the tide is high when the castle is closed, there is no transport available to and from the castle. You must plan your comings and goings with the tide. During low-tide periods the beach is usually dry (to walk across) two hours either side of low water depending on the size of the tide. Please speak to Jersey Heritage staff for advice. Occasionally weather conditions dictate that the ferries are unable to run, in these instances the castle will be closed. Please seek advice from the castle staff.

FERRY TIMES

47. The ferry travels back and forth approximately every 20-30 minutes depending on the tide. The first ferry you can catch, which will take you off the castle in the morning, is usually at 9.45am (The first staff boat to the castle is every morning at 9.30am). The last ferry to take you back to the castle is usually at 5.00pm. The last ferry to leave the castle for the day is at 5.30pm. The Castle Ferry will operate at all states of tide. However, occasionally they are not able to run when the tide is high and a strong wind creates a rough sea. In this instance there is no access to and from the castle until the tide goes down. Free travel on the Castle Ferry is provided for guests staying in the apartment.