



Hamlyn, High Street, Thorncombe, CHARD TA20 4PQ
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HL HOLIDAYS will:

- Gather information for marketing, and market your property through the company's website, and by direct mail, social media and other means
- Routinely visit the property and contact Owners and Caretakers from time to time to discuss progress with bookings and advise any potential discounts or other marketing opportunities that Owners might like to consider.
- Request confirmation of potential bookings prior to making them firm with Customers, and only make them firm with Owner's consent.
- Manage all administration relating to the Bookings, including receipt of payments and Security Deposits
- Collect deposits, balance of rentals and Security Deposits from Customers not less than 8 weeks before bookings are due to start
- Pay Owners the agreed rental due not less than 4 weeks before the rental is due to start
- Administer all deductions due from the Security Deposit and return the balance to the Customer.

THE PROPERTY OWNER will:

- Maintain the property and surroundings at all times, and advise Halcyon Leisure of any changes that may occur that may impinge on guests during their stay
- Ensure that properties are cleaned well between lets, and that all linen is clean and equipment serviceable at the start of each let.
- Maintain the property, pool, fixtures and all equipment in a safe and lawful state to provide quality accommodation in line with HL Holidays standards.
- Maintain adequate insurance that covers the property and letting it to paying guests
- Keep a sheet of Information for Guests at the property, and ensure it is updated as information changes, and at least completely revised annually.
- Ensure that properties are maintained adequately when not occupied
- Notify HL Holidays immediately of any problem with guests.
- Notify HL Holidays within three days of the end of any let if deductions from Security Deposits should be made
- Notify HL Holidays as soon as possible of any dates that the property will not be available to HL Holidays customers
- Accept that the amounts agreed annually and shown on the Contract are the amounts that they will receive for rentals.