

total holiday balance)	transact	confirmation from supplier
➤ chauffeurcars@northnorfolkbespokeapartments.co.uk		
➤ winesmith@northnorfolkbespokeapartments.co.uk		
➤ butcher@northnorfolkbespokeapartments.co.uk		
➤ vegetablebox@northnorfolkbespokeapartments.co.uk		
➤ newsagent@northnorfolkbespokeapartments.co.uk		
➤ florist@northnorfolkbespokeapartments.co.uk		
BOOKING OFFICE CONFIRMED TOTAL	£	

<i>A la carte</i>		Office Use :
(please specify which products you wish to purchase from the online shop e.g. <i>necessity hamper</i> , and your order will be aligned to your booking and payable in full 8 weeks before your holiday or sooner if less than 8 weeks with your total holiday balance due)	Price £	confirmation from supplier for delivery of booking and cost
Item 1		
Item 2		
Item3		
Item4		
TOTAL VALUE	£	

Holiday Web Tariff /Brochure price	£
Booking fee	£ 15.00
SUB TOTAL of Holiday	£

SUB TOTAL of 'a la carte' purchases (if known)	£
TOTAL holiday and 'a la carte'	£
Deposit (30% of TOTAL if more than 8 weeks from date of arrival)	£
Balance Holiday (due 8 weeks before arrival)	£
Balance 'a la carte' purchases ordered (due 8 weeks before arrival date)	£
Balance due TOTAL (due 8 weeks before arrival date or sooner if less than 8 weeks)	£

- If paying by cheque please make cheques payable to **Living Vision** and return this completed form to the address at the top of page 1.
- If paying by **credit card and using email scan to send your completed booking form** please email to bookings@northnorfolkbespokeapartments.co.uk but telephone 01832 275683 @bookings to quote confidential credit card detail direct to bookings clerk.
- If paying by credit card and sending by fax or post please fill in the following details:

Credit Card Payment by Mastercard ___ Visa ___ Delta ___ Switch ___

Card No.: _____ Issue No. (Switch Only): _____

Expiry Date: ____ / ____ Name on Card: _____

Cardholder's signature: _____

Address of Cardholder if different to Hirer: _____

All bookings please complete :

Declaration : I am over 18 years old. I have read and I agree that this booking is made according to the [Company Booking Conditions](#)

Signature: _____ Print Name: _____

OFFICE USE ONLY : Letter ___ Comm ___ 8W.date_____/__2008/9__ 7D.date___/Arr_____

Please read these conditions carefully

BOOKING TERMS AND CONDITIONS

North Norfolk *Bespoke* Apartments

Please read these conditions carefully

1. THE CONTRACT

These Booking Terms & Conditions are deemed to incorporate the Legal & Copyright and Privacy Policy Statements to which you are referred to on this site or as attached. Living Vision (“LV”) acts as Booking Agent with responsibility for arranging bookings and taking all payments only, for and on behalf of Bespoke Apartments UK Ltd trading as North Norfolk Bespoke Apartments (“NNBA”) which acts for overall care, maintenance and insurance of NNBA’s Apartments for and on behalf of the estate property owners. The Contract entered into is between NNBA in respect of the particular chosen holiday accommodation and the person making the actual booking (who must be over 18 years old) (“you”) and all the other members of your party notified by you and accepted by Living Vision on behalf of NNBA. It is agreed by you and between you and all other notified members of your party that you have been duly authorised by them all to enter into the booking in accordance with these Booking Terms and Conditions. The contract is only effective once the completed signed booking form, which is also acceptance of terms and conditions, is received with the required payment by LV on behalf of NNBA and written confirmation of acceptance has been sent by LV on behalf of NNBA to you. You are required to check the confirmation form carefully upon receipt. The Contract is subject to English Law and the jurisdiction of the English Courts.

2. PAYMENT

A deposit of 30% of the cost of the holiday booking, which is non-refundable, is required for the booking. The balance is due 8 weeks before the start of your holiday let. For bookings made less than 8 weeks before arrival, full payment is required on booking. For “a la carte” purchases LV on behalf of NNBA requires full payment at time of booking which purchases are non-refundable except in particular circumstances set out under “Cancellation” below. We accept payment by BACS, cheque, debit and credit card. LV on behalf of NNBA reserves the right to cancel a holiday let or refuse further purchases where full payment has not been received less than 21 days before the holiday let commencement date. Our “concierge” services are payable by the hour or other periods by suitable prior arrangement and LV on behalf of NNBA reserves the option of requesting payment in advance or on later formal request. Interest of 2% above HSBC Bank rate will be accrued on delayed payments incurred 10 days from the first formal request for payment.

3. CANCELLATION

If you are forced to cancel the holiday let booking due to unforeseen circumstances you must inform LV on behalf of NNBA of any cancellation immediately in writing by recorded delivery to the registered company address and by email to bookings@northnorfolkbespokeapartments.co.uk and LV on behalf of NNBA will endeavour to re-let the property, but you will remain liable for full/part payment if it is only possible to re-let part of the agreed period however the deposit is always non-refundable. You are strongly advised to take out appropriate cancellation and travel insurance for your holiday. For “a la carte” bookings, where possible, these may be re-directed if cancellation is made up to 14 full days prior to start of a holiday let upon payment of additional charges but if not the full payment will remain non-refundable.

4. LIABILITY

LV and/or NNBA shall not be liable for death or any personal injury excepting where it is as a result of LV and/or NNBA's or it's employees negligence (on the proviso that they were acting in the course of their employment at the time of such negligence). No liability is accepted for any other damage, injury, loss, expense accidental or otherwise or inconvenience you or any member of your party and/or your or their belongings, damage by or to any third party or for damage to any motor vehicle or its contents which may be suffered, incurred, arise out of or in any way connected with the let. The terms of the Contracts (Rights of the Third Party) Act 1999 shall not apply to this contract.

5. PARTY NUMBERS

Under no circumstances may more than the maximum number of persons, as stated in the brochure or as notified by you and accepted by LV on behalf of NNBA, occupy an Apartment. The Apartment shall be used solely for personal residential and domestic purposes only and shall not be used for any commercial purposes. Names and addresses of all people staying at the holiday property will be required to be given to LV on behalf of NNBA at the time of booking. Admittance may be refused if this condition is not observed. LV on behalf of NNBA also reserve, with the full sanction of the owner/s of the Apartment, the right to curtail, refuse or revoke bookings from parties which may in its absolute discretion and opinion prove unsuitable as a result of their behaviour or otherwise for/in/at the Apartment concerned. In such cases, all hire charges will be refundable in full on a daily pro rata basis, less, if applicable, the full cost of all repairs or replacements of any item in or to any part of the Apartment and/or it's fixtures and fittings for which LV on behalf of NNBA will at it's discretion retain sufficient to cover, in it's sole estimation, the said costs subject to it supplying appropriate copy receipts to you.

6. BOOKING ALTERATION

NNBA reserves the right, in the interests of safety and/or comfort, including any other reason beyond the control of NNBA, to cancel or alter arrangements made for you. In this rare event LV on behalf of NNBA will make every effort to offer you and your party suitable, alternative accommodation. If you do not wish to accept the alternative accommodation offered, LV on behalf of NNBA guarantees to return to you any payment made including the deposit. LV on behalf NNBA may choose but is not obligated to consider a request from you to change the dates of the booking after confirmation has been issued, subject to the change being requested more than 8 weeks prior to the commencement of the rental.

7. CARE OF THE PROPERTY

You and the members of your party are responsible for taking care of the property during your/their stay. All equipment and contents must be left clean and tidy on departure, reasonably excepting linen to be laundered. Any damages or breakages in the property are the joint responsibility of you and the particular member/s of your party that have caused such damage or breakage. The cost is payable upon demand and, subject to any incurred losses, not limited to loss of rental, interest, and other consequential charges as may be incurred by LV and/or NNBA. Minor breakages are not usually charged for being reasonable wear and tear but the hirer must report any damage immediately. Please also see under "Party Numbers" above.

8. RIGHT OF ENTRY

NNBA reserves the right to enter the Apartment at any reasonable time with or without any maintenance staff for the purpose of any repairs in the event that they may become necessary although NNBA will obviously respect your right to privacy and confidentiality and accommodate any reasonable request as to timing or arrangements in effecting any repairs. The property must be securely locked when you and the members of your party occupying the property are out and care taken not to expose the property to any fire risk or other risk such as flooding or otherwise. You and each one of the members of your party are responsible for ensuring that you and all members of your party behave in a responsible manner both in relation to the property and the general neighbourhood during the holiday period. NNBA and the estate/property owners reserve the right to retake possession of the Apartment at any time for any reasonable reason and particularly where serious damage has been caused. Please also see under "Party Numbers" above.

9. DESCRIPTIONS

NNBA carefully inspects all properties on an ongoing basis and makes every effort not only to describe them fairly but also anticipate possible changes. All information in our brochures and on website is given in good faith and is correct at the time of publication and LV and NNBA cannot be held responsible for changes beyond its control or which may become known after publication without adequate opportunity for updating the website. LV and NNBA cannot be responsible for changes beyond its control which have not been notified to us.

10. OCCUPANCY

To ensure an Apartment is ready for occupation before and after your stay please do not arrive before 4pm on the first day of your booking and please leave by 10am on the day of departure unless otherwise agreed by LV on behalf of NNBA. Weekly lets operate from Friday to Friday.

11. COMPLAINTS PROCEDURE

You must please notify LV on behalf of NNBA immediately if a problem arises and we will do our best to rectify it as soon as possible so that we can ensure that you enjoy the rest of your holiday with the minimum of inconvenience. Should there be any cause for complaint during the occupation of the Apartment it must be notified promptly to LV on behalf of NNBA. LV on behalf of NNBA is not in a position to recompense you if it is not made aware of any problem at the time or as soon as practicable after it arises so that either LV and/or NNBA may resolve it and mitigate any further inconvenience to you and prevent further loss or damage. Over and above prompt notification, in case of serious problems for verification purposes, you must write to us within seven calendar days of the end of your holiday, formally setting out and confirming the complaint in writing by email to bookings@northnorfolkbespokeapartments.co.uk and post to the registered company address.

Our telephone number for any problems is **08456 340 511** and our office is open from **08:30 to 17:30** Monday to Friday. An emergency number will be provided at the Apartment.

13. V.A.T & OTHER TAXES

LV is VAT registered under No: 803352953 and is authorised to take bookings and payments for and on behalf of NNBA which is not VAT registered but both LV and NNBA reserves the right to charge the hirer any taxes which legislation should require from time to time.

14. FORCE MAJEURE

Unless otherwise expressly stated LV and/or NNBA shall not be in breach of any term of these Booking Conditions nor, if applicable, the Legal & Copyright and Privacy Policy Statements nor be liable, whether individually or jointly with the estate property owner/s for any loss or damage suffered by you or any member of your party (“your” for the purposes of this clause) as a result of cancellations, changes of any kind in your arrangements, any failure by LV and/or NNBA or the estate property owner/s to perform, promptly or properly, any one or more of their respective obligations (if applicable), any effect or consequential effect on your holiday which is due to any event/s or circumstance/s beyond the reasonable control of either LV and/or NNBA or the estate property owner/s known as and referred to as “force majeure” which may include, without being an exhaustive description, exceptional weather conditions, fires, floods, strikes, lockouts or other industrial action, epidemics, loss of use of any one or more of the usual services, inability to obtain supplies or services, breakdown of domestic appliances, plumbing, wiring, temporary invasion of pests, or regulations of any civil or military authority or any unforeseen occurrence. In any one or more of such above or similar circumstances neither LV or NNBA nor the estate property owner/s shall be required nor obliged to pay any compensation, expenses of any kind, costs such as without limitation the cost of securing an alternative property, or costs or other sums of any description.

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