

BOOKER and GUEST STANDARD HOLIDAYLET TERMS AND CONDITIONS

Bookings via www.visitjaywicksands.com

These Terms and Conditions

These terms and conditions relate to individual(s) or entities intending to, or who have already, booked one of the Properties advertised on the Website or through a third party or third party site, or who intend to, or have already, stayed at one or more of the Properties.

These terms and conditions form part of the contract and make it clear the expectations and responsibilities of the Booker or Guest and Property Owner or Agent.

These are standard terms and conditions applicable from the "last updated" date shown at the end of these terms and conditions. If an earlier version was issued to you prior to booking, that earlier version will be applicable for the stay for which they were issued and you should consult that version of the terms and conditions.

If these terms and condition were not made available to you before booking (by email or on the Website) but rather alternative terms and conditions were provided to you in place of these terms and conditions then those will be applicable. However, where both have been made available to you, the provisions of these terms and conditions will take precedence.

Consult the Glossary at the bottom of this document to understand the relevant terms used.

The contract

The contract is between you and the Property Owner(s). The Property Owner may have an Agent acting for them. You may not transfer your Booking or any rights and responsibilities under these Terms and Conditions to any other person, without our prior written consent.

Rentz does not act as an Agent for the Property Owner but manages the enquiries and/or bookings through the Website. Rentz also acts as a channel manager and manages bookings via other third party sites. This does not preclude Rentz from offering other services to the Property Owner or Agent.

If you submit a booking via the Website you are using Rentz online reservation system powered by Supercontrol. You will receive an automatically generated booking summary by email to the email address you provided in the booking form. This confirms the information you have entered only and does not form a contract between you and Rentz or you and the Property Owner or Agent. A contract shall only arise when your booking is subsequently confirmed in writing from Rentz.

If you submit a booking via another third party website you may receive an automatic generated confirmation. This confirms the information you have entered only and does not form a contract between you and the Property Owner or Agent or you and the third party through whose website you placed a booking request unless confirmed otherwise.

As the Booker you agree to comply with the regulations set out in these terms and conditions, emails and other communication relating to your stay in addition to the Property/Properties manual or welcome book provided to you on arrival at the cottage. You will also be responsible for ensuring that all Guests observe them and will be held responsible if they do not.

If you have any questions, email: rogerandalison@ntlworld.com

Rental

The rental of the Property/Properties is subject to availability. The Booking has not been made until confirmed in writing.

The Booking is for the period of the Stay as indicated in the most recent Booking Summary or equivalent. The contract is with the Property Owner. The Property Owner agrees to let the Property/Properties under license to the Booker and Guest(s) giving them permission to occupy, with the Booker and Guest(s) agreeing to give full vacant possession on or before the agreed departure date at or before the agreed departure time.

The license to occupy the premises does not start until the agreed start date and expires on the agreed date of departure. All keys must be surrendered. All rights of access to the Property/Properties are withdrawn after that agreed departure date and time.

The Guests have a duty to provide correct information to the Property Owner or Agent. Any information provided subsequently found to be wrong or misleading could result in the cancellation of the holiday by the Property Owner or Agent. The Booker will be liable for payment of the holiday in accordance with the terms and conditions and this may mean that any monies paid, excluding any Refundable Security Deposit, are automatically retained and that any other costs incurred become payable and may be taken from the Refundable Security Deposit.

Occupancy levels

You cannot allow more Guests to stay in the Property/Properties than expressly authorised, nor can you change the identity of the Guests during your Stay without providing information to the Property Owner or Agent and obtaining agreement for the change.

If you do so, the Property Owner or Agent can refuse to hand over the Property/Properties to you, or can require you to leave the Property/Properties. The Property Owner or Agent will treat any of these circumstances as a cancellation of the Booking by you and the Property Owner or Agent shall be under no obligation to refund you for fees already paid to us in those circumstances. Any refund will be at the sole discretion of the Property Owner or Agent.

Additional charges will be made if it is believe that additions were not paid for, such as bringing a pet (if pets are allowed). Rentz, on behalf of the Property Owner or Agent, reserve the right to deduct these additional costs from any Returnable Security Deposit in the first instance, to deduct the additional monies via your pre-authorised card or otherwise ensure payment of the monies outstanding.

Provided in the cost of your holiday:

- Reasonable use of all non-chargeable items on the inventory relating to the Property/Properties.
- Reasonable use of all chargeable items on the inventory relating to the Property/Properties if paid for.
- All utility costs: gas, electricity and water.
- Where beds and linen are provided, this will be in line with the Occupancy levels of the booking or by prior agreement. Where there is a flexible sleeping configuration available, this needs to be agreed between the Property Owner or Agent and Booker at least 14 days prior to the arrival of the Guest(s). Additional beds and upgrades in bed size, above the minimum requirements for the size of the party may be available at an additional charge. Bedrooms not being used as indicated by the agreed sleeping configuration may be locked.

Not provided in the cost of your holiday:

- Items not included in the inventory
- Items included in the inventory but excluded by agreement between the Booker and the Property Owner or Agent as outlined on the Booking Summary and/or email.
- No bedding linen is available for any travel cot that may be supplied by the Property Owner or for any additional travel cot the Guest(s) choose(s) to bring.

Wifi

Wifi is not available.

Arrival and departure times

In order that the Property/Properties can be thoroughly cleaned and garden/yard maintained between lets, the agreed letting start time on your arrival day and termination on your departure day should be strictly adhered to.

You may be liable for missing inventory if you enter the Property/Properties before the inventory is checked following the departure of the previous Guest. Keeping cleaning staff waiting to enter the Property/Properties on your departure day will incur additional charges, which may be passed on to you.

Pricing

Costs are clearly displayed on the Website and on third party sites. Prices may differ across sites or Agents and may differ from the personal quote provided to you. This may be due to a special offer on one site, an introducer's fee being applicable or you may be offered a personal discounted price.

Charges take into consideration the date of your holiday, length of the Stay and any additional extras e.g., Pets. Additional fees or charges may become payable after the quote if new information comes to light that was not taken into consideration in the quote such as if guests have not previously declared their intention to bring a pet when an additional cost for pets is applicable.

Every effort is made to provide accurate pricing before you book. A clear rental price and indication of any additional costs will be displayed on the Website and other third party sites and a personalised quote is system generated or provided manually to you. However, neither Rentz nor the Property or Agent are responsible for any omissions or inaccuracies and are not bound to provide you with accommodation at the price advertised. Where a booking request is received and the advertised price is identified as incorrect, Rentz will either accept your request at the price advertised or provide an alternative personalised quote and send it to you for your consideration

Holding Deposit

Where a Holding Deposit is payable, it forms part of the Accommodation Total. Payment of the Holding Deposit will hold the Property/Properties for you and if you book more than a few weeks in advance of the start of your holiday or if for any other reason the Accommodation Total is not payable immediately, you will be asked to pay only this part of the Accommodation Total under balance is due. The Holding Deposit is non-refundable unless indicated otherwise.

Payment

Payment will be made to the Property Owner or Agent via Rentz when you book through the Website. Rentz processes payments using the online booking system Supercontrol and third party transaction processors such as Opayo or PayPal.

Rentz and Supercontrol hold PCI Certification. PCI is the payment card Industry data security standard. For further information, see <http://www.pcicomplianceguide.org/pcifaqs.php#1>

Cancellation policy – cancellation by Booker

In relation to bookings through the Website, any holding/booking deposit paid and any booking fees cannot be refunded. If the guest has paid the full balance, they will receive a 50% refund of the total cost of the holiday (minus any booking fees or transaction costs) if they cancel at least four weeks before the start of the holiday.

If the balance payment is not received within 1 week of the date the balance is due, the booking will be automatically cancelled. All monies held will be retained up to the balance outstanding.

When booking through another third party website, the cancellation terms indicated on that site relating to the Property are applicable.

Amendment or cancellation of your booking by the Property Owner or Agent

The Property Owner or Agent would not expect to have to make alterations or cancel bookings, however, they reserve the right to do so.

In this unlikely event, Rentz, on behalf of the Property Owner or Agent will contact you as soon as is reasonably practical to do so and inform you of the cancellation or the change to your Booking. If the Property Owner or Agent cancels your Booking, they will refund any part of the Grand Total you have already paid. However, the Property Owner or Agent will not be liable to refund you for any fees you may

have paid to any third party in connection with your holiday (including, without limitation, fees for travel, entertainment, activities or insurance).

Security

You agree to take all necessary steps to keep the Property/Properties secure. You agree to take all necessary steps to safeguard your personal property. The Property Owner or Agent accepts no liability for losses of personal possessions during your Stay whether inside the Property/Properties or outside.

Access

You will expect to have quiet enjoyment of the Property/Properties for the length of your Stay.

The Property Owner, Agent or Tradesman authorised by the Property Owner or Agent shall be allowed access to the Property/Properties at any reasonable time for essential repairs or in an emergency. Whenever possible this will be by prior arrangement.

Looking after the Property/Properties during your stay

You agree not to cause any damage to the walls, doors, windows or any other part of the Property/Properties nor to do anything that may be reasonably considered to cause a nuisance or annoyance to the Property Owner or Agent or to any other occupier of adjoining or neighbouring properties.

You agree to keep and leave the Property/Properties and the furnishings, including items such as kitchen equipment, crockery and glasses clean and in good condition. You agree to leave the Property/Properties tidy and not to leave washing or drying up in the sink.

You agree to ensure that no smoking takes place within the Property/Properties – note that it is a legal requirement that there should be no smoking within the Property/Properties.

The Property Owner or Agent reserves the right to make a charge for damaged or missing items from the inventory or for other costs incurred such as extra cleaning costs above and beyond which can be classed as reasonable wear and tear for the enjoyment of the Property/Properties. This amount will be taken from the Returnable Security Deposit in the first instance; payment for the amount over and above the difference between the cost to put right the loss or damage and the amount of the Returnable Security Deposit may be required to also be paid by you to the Property Owner or Agent.

Pets and other animals

If well-behaved pets of Guest(s) are indicated as welcome at a Property/Properties, prior permission must still be sought and given for each booking and any relevant charge paid. When permission to bring a pet is given by the Property Owner or Agent, the following conditions apply:

- Pets must not be allowed on the beds or other furniture.
- Pets must not be left unsupervised in the Property/Properties.
- Pets must not be unduly noisy as to cause offense to neighbours.
- Property Owners must treat the garden as a public space and clean up after their dog prior to leaving the Property/Properties. If pet excrement is left in the house or garden the time and inconvenience of the additional cleaning required will be chargeable.
- No animals, other than the Guest(s) pets under the conditions indicated above, are allowed in the Property/Properties.

Departure

- Departure should be at or before the agreed date and time of departure.
- Any problems with equipment in the Property/Properties or breakages not already notified to the Property Owner should be notified by phone or by way of a note, which can be easily found, left in the Property/Properties.
- Where a key box is provided, a key should be placed back in the box, the box locked and key code scrambled. All other keys should be left where they were located when you arrived.
- All doors should be securely locked and any windows shut.
- All rubbish should be placed in the outside bin, never leave rubbish in the Property/Properties. Details regarding the arrangement for rubbish collection will be indicated to you in the Property/

Properties. If you do not adhere to these instructions, you may be charged for the disposal of rubbish.

- Reasonable wear and tear is acceptable and a cleaner will visit the Property/Properties to prepare it for the next Guest. The cleaner will not be expected to wash dishes, empty any dishwasher provided or return items to the cupboards therefore this should be done before the Guest leaves.
- Cleaning or clear-up above and beyond the usual level or if clear-up after pets in the garden is necessary, any extra time spent by the Property Owner or fees charged by cleaning staff will be passed on to the Guest responsible. This will be deducted from any available Returnable Security Deposit in the first instance.
- The Property Owner or Agent reserves the right to throw away any Personal possessions left behind after your departure.

Any shortcomings

Every effort will have been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is essential that you notify us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless the Property Owner or Agent is promptly notified. The Property Owner/Agent will not compensate you for shortfalls about which they were not made aware in good time. Discussion of any criticisms with the Property Owner or Agent whilst you are in residence at the Property/Properties will usually enable any shortcomings to be rectified immediately or as soon as practicably possible.

Disclaimer

No liability is accepted in respect of injury, loss or damage to Guests(s), pets, visitors to the Property/Properties or personal belongings of anyone staying at the Property/Properties or visiting.

The Property Owner or Agent cannot accept responsibility or pay any compensation where the performance or prompt performance of our contact with you is prevented or affected by reason of circumstances that amount to "force majeure". This includes any event which the Property Owner or Agent could not, even with all due care, foresee or avoid, for example the destruction or damage of your accommodation through fire, flood, explosion, storm or other weather damage, break-in, criminal damage or any similar event beyond the Property Owner or Agent's control.

The Property Owner or Agent's maximum liability for losses you suffer as a result of them acting in breach of these terms and conditions is strictly limited to the total fees you have paid the Property Owner or Agent for your Stay. The Property Owner or Agent shall not be liable for any losses that are not a foreseeable consequence of the Property Owner or Agent breaking these terms and conditions. Your Booking is made as a consumer for the purpose of a holiday and you acknowledge that the Property Owner or Agent will not be liable for any business losses howsoever suffered or incurred by you.

Whilst every effort is made to ensure the accuracy of information given, either orally or in writing, all information is given in good faith, and no such information will be deemed to be a representation or warranty and the Property Owner or Agent shall have no liability therefore.

The Law

The contract between you and the Property Owner or Agent is governed by the law of England and Wales. Both parties agree that any dispute, matter or other issue that arises between you and the Property Owner or Agent, will be dealt with by the Courts of England and Wales.

These terms and conditions, together with the Booking Summary, and our confirmation emails contain the entire agreement between you and the Property Owner or Agent relating to the Booking and supersedes any previous agreements, arrangements or discussions.

If at any time any part of these terms and conditions is held to be unenforceable for any reason under any applicable law, that part shall be deemed omitted and the enforceability of the remaining parts shall not in any way be affected by that omission.

These terms and conditions should be read in conjunction with any Terms of Use (of the Website) and/or Privacy Policy.

FAIR PROCESSING NOTICE

This notice explains what information We collect, when **We** collect it and how **We** use this. During the course of our activities, We will process personal data (which may be held on paper, electronically, or otherwise) about you and We recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how We will handle your information.

Who are We?

Rentz UK Ltd and Property Owner ("**We**" or "**Us**") take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

We are working to be notified as a Data Controller with the Office of the Information Commissioner under registration number to be advised. We are the data controller of any personal data that you provide to us. Our Data Protection Officer is A Wagstaff (Director). Any questions relating to this notice and our privacy practices should be sent to GMAIL ACCOUNT

How We collect information from you and what information I collect

We collect information about you:

- Enquiry forms completed should you choose to make and enquiry
- Application forms completed should you choose to make one for yourself or someone else.

We collect the following information about you:

- name, e-mail address, telephone and/or mobile number(s)
- Payment details which may be bank account or card payment details, including account number.
- Any other information that assists us in managing your booking and carrying out the services which you require.

Why We need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you as our guest in our holiday accommodation or as bookers for our guests staying in our holiday accommodation;
- to enable Us to supply you with the services and information which you have requested;
- to analyse the information, We collect so that We can administer, support and improve and develop our business and the services We offer;
- to provide information to you about special offers relating to the accommodation that We offer if you have opted in to receiving these. You can opt out at any time by emailing: rogerandalison@ntlworld.com

- for all other purposes, consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to Us will be treated by Us as confidential and will be processed by Us within the UK/EEA.

We may disclose your information to other third parties who act for Us for the purposes set out in this notice or for purposes approved by you, including the following:

- To ensure that We can carry out the services that We offer and you have requested as guest or booker. Only the information that they need will be shared with them, example is our Property Owners or their cleaners.
- If for some reason, We need to carry out due diligence on you as a prospective guest or booker,
- If We enter a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or Property Owners;

Unless required to do so by law, We will not otherwise share, sell or distribute any of the information you provide to Us without your consent.

Security

When you give Us information either directly or via a third party (e.g. Website or agency) We take steps to make sure that your personal information is kept secure and safe. Your information is held on a Booking Management System called Supercontrol. Their data is protected by state-of-the-art encryption and password protection. The systems are scanned frequently for thousands of vulnerabilities and their security experts carry out regular test. Their strict security standards are designed to prevent card fraud – Supercontrol is PCI compliant. See the privacy policy on their Website: <http://www.supercontrol.co.uk/privacy-policy>

Any detail kept outside this system such as emails are kept securely at our head office. We are also PCI Compliant. See our privacy policy on our Website: <http://www.visitclacton.co.uk/termsandconditions.html>

Transfers outside the UK and Europe

Your information will only be stored by Us directly and by Supercontrol within the UK and EEA. We ensure that there are adequate safeguards in place to protect your information in accordance with this notice.

How long We will keep your information

Your data will be kept if you make an enquiry to Us or make a booking with us. We use the details stored to assist you with future bookings. We will not use the details to contact you relating to anything other than an ongoing booking unless you have expressly opted in to receiving offers from us. We will not share your detail with third parties for marketing purposes, ever.

We review my data retention periods and are working with our Booking Management System to identify ways that We can continue to improve our data capture processes.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by Us in my records;
- require Us to correct any inaccuracies in your information;
- make a request to Us to delete what personal data of yours I/ We hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact Us at rogerandalison@ntlworld.com

The accuracy of your information is important to Us - please help Us keep my/ our records updated by informing Us of any changes to your email address and other contact details.

Should you wish to complain about the use of your information, I/ We would ask that you contact Us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my/ our use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Scotland:

The Information Commissioner's
Office – Scotland
45 Melville Street, Edinburgh, EH3
7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Wales:

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

END of Fair Processing Notice
Created May 2018

GLOSSARY

” “Rentz” – means Rentz UK Limited, whose registered office is 22 Almondhayes, Ipswich IP2 9SH (Company Registration No 5162437).

PCI Certification - PCI is the payment card Industry data security standard. Rentz is PCI Certified. For further information, see <http://www.pcicomplianceguide.org/pcifaqs.php#1>

”the Website” means the website through which an individual has booked or is considering booking, when the enquiries and/or bookings for the property are managed by Rentz UK Ltd e.g. www.visitjaywicksands.com

”third party websites” are websites where Rentz advertises Properties for which they act as Advertisement Managers on behalf of the Property Owners or Agents.

”Content” – Information on the Property Detail form and other content submitted for inclusion in the Website

”you/your” – means the individual(s) or Company, using the Website, entering in to a Property contract with an Property Owner via Rentz or otherwise using the services of Rentz.

”the Property Owner” – means the individual(s) or entity that is/are the legal Owner of the Property/Properties offered for self catering holiday accommodation or are otherwise legally entitled to offer the Property/Properties for self-catering holiday accommodation.

”Property/Properties” - means the Property/Properties offered for self-catering holiday accommodation. It may also apply, where appropriate, to any other Property/ Properties or building offered by the Property Owner in conjunction with the main Property/Properties as part of a holiday package. (e.g. a beach hut)

”the Agent” - means the Individual(s) or entity who may advertise, take bookings or manage the Property/Properties on behalf of the Property Owner

“ the Introducer” – means the Individual(s) or entity who introduces a prospective Guest to the Property Owner or Agent

”Guest/Guests” - means the Individual(s) staying at the Property/Properties as a result of a booking having been made by the Booker. One or more of the Guests may be the Booker. Guests include any individual sleeping at the Property/ Properties for one or more nights during the Stay. Names are required for reason of health and safety purposes (fire).

”the Occupancy level” - the total number of Guests minus any infants (where infants are accepted). Infants are children aged two or under who are sleeping in a travel cot and therefore do not require a bed space.

”the Booker” - means the individual(s) or entity (via a representative) making the booking on behalf of the Guest(s). The Booker may be an individual or representative of an entity who is booking on behalf of Guests but who will not be staying at the Property/Properties. The Booker is responsible for the Property/Properties as if they were staying at the Property/Properties and therefore the Booker (whether an individual or an entity represented by an individual) is liable for any losses or damage occurring during the Stay. Individuals acting as the Booker must be over 18 years of age. Representatives of an entity making a booking must have authority from the entity to enter them into the booking contract.

”the Principal Guest(s)” – means the Individual(s) who will be staying at the Property/ Properties and will be a point of contact for the Property Owner or Agent during the Stay. This Individual(s) is usually the Booker. Where the Booker is not going to be staying at the Property/Properties, another of the Guests is identified as the on-site

point of contact for the Property Owner or Agent for the duration of the Stay. This Individual(s) must be over 18.

“the Stay” or “your Stay” or “the Booking” - means the rental period which starts at the date and time indicated and ends at the date and time indicated on the most recent Booking summary or email relating to the booking between the Property Owner or Agent and the Booker. The Property Owner agrees to let the Property/ Properties under license to the Booker and Guest(s) giving them permission to occupy, with the Booker and Guest(s) agreeing to give full vacant possession on or before the agreed departure date at or before the agreed departure time.

The license to occupy the premises does not start until the agreed start date and expires on the agreed date of departure. All keys must be surrendered. All rights of access to the Property/Properties are withdrawn after that agreed departure date and time.

“Reasonable and Prudent Property Letting Operator” - a person or company seeking in good faith to perform his obligations and in doing so and in the general conduct of his undertaking exercising that degree of skill, diligence, prudence and foresight that would reasonably and ordinarily be expected from a skilled and experienced person engaged in the same type of undertaking (i.e. an undertaking which (inter alia) lets out his Property under the same or similar circumstances) and any reference to the standard of a Reasonable and Prudent Property Lettings Operator shall be a reference to such a degree of skill, diligence, prudence and foresight;

“Property Contract/ Holiday rental contract/Agreement” – the paper or electronic document that provides the basis on which a service has been provided and is accepted. Together with the Terms of Use, Privacy Policy, the Booker and Guest Terms and conditions and Property Owner Terms and Conditions as appropriate, forms the detail on which a binding legal contract is in place between two parties relating to that service. e.g. The Booking Summary is the Property Contract/ Holiday rental contract/Agreement between the Booker and Property Owner in pursuance of the service of providing holiday accommodation.

“Booking Summary” – means the paper or electronic document that provides the basis on which a booking at a property has been made. It forms part of the holiday rental contract between the Booker and Property Owner or Agent, together with the Terms of Use, Privacy Policy, the Booker and Guest Terms and conditions and Property Owner Terms and Conditions as appropriate.

“Property Details” – Details of the Property Owner’s property as provided by the Property Owner at the initial agreement meeting or subsequently and agreed in writing and provided to any potential Booker.

“Booking Details” – as contained in the Booking Summary or in communication agreed and between the parties.

“Arrival Date” – the date on which the Booking begins “Departure Date” – the date on which the Booking ends

“Accommodation Price” – means the price of renting the accommodation before any discounts are applied (e.g. low occupancy/late availability/seasonal), optional extras (e.g. pets/bed upgrade) or other charges/fees added.

Note that in special circumstances, discounts can be included in the Accommodation Price. This is usually in cases where tailor-made quotes have been issued and will have been made clear to you prior to booking.

“Accommodation Total” – means the Accommodation Price after discounts are applied and/or optional extras added.

“the Holding Deposit/ the Booking Deposit” - this forms part of the Accommodation Total. This is the deposit you pay to reserve the Property/Properties and may be paid on its own or as part of a larger payment. This is non-refundable.

“the Balance Payment” – this forms part of the Accommodation Total. It is the Accommodation Total minus the Holding Deposit.

“the Returnable Security Deposit” - means the deposit paid which is refundable after your holiday, assuming there is no loss or damage to the Property/Properties or contents and that there are no monies outstanding that are owed by the Booker to the Property Owner or Agent.

“the Property Total” – means the Accommodation Total plus the Refundable Security Deposit.

“Booking Fee” – means any booking fee that may be payable by the Booker to Rentz for handling the booking transaction.

“the Grand Total/Total cost/Full payment” - This is a combination of the Property Total and any applicable fees or charges.

“Total outstanding” – means the amount of the Grand Total yet to be paid.

“Disclosing Party” – someone who discloses information to the Receiving Party.

“Receiving Party” – someone who has information disclosed to them by the Disclosing Party.

“Disclosed Intellectual Property” - disclosed creations of the mind for which exclusive rights are recognised

“Confidential information” – Confidentiality is a set of rules or a promise that limits access or places restrictions on certain types of information. In this case all information provided to the Property Owner from Rentz, or to Rentz from the Property Owner is deemed to be confidential and should not be shared with third parties except for the fulfilment of the services Rentz is providing.

“Owner Stays” - means stays by the Property Owner and/or close family.

“Written notice” – Official notice by letter to the registered office or email as prescribed within the Agreement.

END Last updated 5/4/21

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