



Woolacombe Cottages

- ➔ [Insight into us](#)
- ➔ [Looking Ahead](#)
- ➔ [The "Necessities"](#)
- ➔ [About You](#)
- ➔ [Your Holiday Home](#)
- ➔ [Feedback](#)

WOOLACOMBE COTTAGES INFORMATION PACK

Insight into us

Developed through our love of the local area and our shared passion within our market, Woolacombe Cottages success has resulted through a unique rapport with guests & owners. With a true ethos of "Family at Heart" Our small personal business consists of Wendy & Penny Collis (Mother & Daughter) born & bred in the area and Tracey Cubbon also local to North Devon, collectively offering in excess of 42 years experience.

The bespoke requirements of each cottage can vary extensively as such our concierge service is tailored to offer our owners peace of mind that any personal preferences are accommodated through real people with a clear understanding of the market and first-hand experience.

What better place to live and work than our unspoilt stretch of golden coastline, with this in mind, why would we want to consider anywhere else? Hence our reasoning behind only working within the 15 miles we know and love.

How we can help you

Our focus is to realise the true potential of your second home. As such we do not bombard you with a variety of hidden charges such as joining fees & annual fees our work is solely on a 16% commission basis for lettings.

For this you will receive

- ✓ Unique listing on our user friendly website
- ✓ Owner log in to view / add owner bookings
- ✓ Bespoke tailoring of tariff to match owner requirements
- ✓ Full property appraisal together with suggestions of how to get the most from your property
- ✓ Advise on current legislation, let us take the stress away & organise our specialists to undertake your assessments
- ✓ Specialist local tradespeople
- ✓ Advise & reassurance within this sector
- ✓ 42 collective years experience within our business
- ✓ The setting of our office allows us to easily reach your property
- ✓ Phones manned throughout the day & evenings
- ✓ Targeted marketing through our internal database
- ✓ Comprehensive changeover / management service
- ✓ Well established proportion of regular guests
- ✓ Mutual links with a range of local businesses
- ✓ Reassurance to "Trust us" with your second home



Looking Ahead...

Having reviewed our existing market and considered options to further extend the season and maximise bookings, we are delighted to announce Woolacombe Cottages have now teamed up with a variety of local businesses and services to offer a variety of breaks. To include Golfing Breaks, Tranquil Retreats, Yoga and Pilates and Fine Dining Escapes. Each of these breaks will be tailored to specific markets. We are working hard behind the scenes and look forward to offering full details of these breaks over the Winter months.

An exciting further development within our company is our new team member, we are delighted to welcome Jodie to our Woolacombe Cottages family. Having worked within the digital marketing and public relations market for many years, Jodie's experience from multi-national companies to small successful businesses will compliment the demands of our business, Jodie's attitude and ethos / passion towards her work blends perfectly with our ethic.

Whilst we are very proud of our business and share our growing passion, we are always striving to achieve more for our owners, as such, please talk to us, we value all feedback received and will be delighted to consider any suggestions.

Following signing up with Woolacombe Cottages we will be delighted to send your welcome pack with selection of marketing options, management packages and detailed price list, bespoke suggestions tailored to your property also further plans to unlock your properties potential.



Owners Contractual Commitments

Title

I warrant that I have full legal title to the property and there is no restriction which could prohibit me from entering in this agreement.

Bookings

I appoint Woolacombe Cottages to be my sole and exclusive agent for all holiday bookings at a rate of 16% commission and handle cancellations of such bookings. Alternatively I appoint Woolacombe Cottages dual agency with another agent or owner taking bookings direct at a rate of 20% commission.

I agree to give Woolacombe Cottages at least 4 peak summer weeks to let

I will contact Woolacombe Cottages via email with fair notice if I wish to stay in my property with the dates I wish to book and details on whether I would like a changeover booked in following my departure.

I agree that should my property become unavailable through property related issues or owners use and a booking has already been secured I will be liable for the cost of an upgrade to the guests so alternative accommodation can be found for them along with a £50 administration fee.

Property description

I will read through the property description Woolacombe Cottages have supplied for my property to ensure all is correct.

If I make changes to the property that will affect the property description I will notify Woolacombe Cottages so marketing literature can be adjusted.

I understand if I make changes to my property that negatively affects guests already booked in such as removing facilities, changing bed layout etc Woolacombe Cottages have the right to move guests to a suitable property or cancel the booking at the guest's request.

I confirm any photographs or artwork etc supplied by myself are free of copyright or any other restrictions and can be used by Woolacombe Cottages on marketing and promotional material.

Insurance

I confirm I will take out comprehensive property & contents insurance, public liability insurance and I acknowledge that Woolacombe Cottages will not accept any bookings at my property until they are supplied with evidence of cover.

Safety

I confirm I will have all relevant checks carried out at my property to ensure the safety of guests. I will either organise the below checks (where applicable) myself or I will request for Woolacombe Cottages to organise on my behalf:
Fire Risk Assessment
General Risk Assessment
PAT testing
Electrical Safety Certificate
Gas Safety Certificate
TV license
Furniture compliance with regulations

Standard of property

I will ensure the property is kept to the standard required by Woolacombe Cottages and will ensure any works Woolacombe Cottages advise me to undertake is carried out within the time frame set by Woolacombe Cottages.

If I am carrying out the changeover service myself I will ensure the property is left clean, aired and warm for each booking and will assist the holiday makers should any problems arise during the holiday.

If I would like Woolacombe Cottages to manage my property and changeovers I will notify them and I will assist them if any problems arise.

I understand that should Woolacombe Cottages notify me that items need replacing, décor need doing or items need repairing and I do not carry out the works or authorise Woolacombe Cottages to organise the works the Woolacombe Cottages will refuse to accept bookings and move bookings already secured in the property which will incur an admin fee and upgrade costs.

Holiday complaints

I understand that all guests' complaints will go through Woolacombe Cottages who I will work with to resolve the issues.

Termination of agreement by the owner

I agree that if I wish to not let my property for the next year I will notify Woolacombe

Cottages prior to August the current year. For instance if I do not want to let for 2020 I will inform Woolacombe Cottages by August 2019 so Woolacombe Cottages do not take out unnecessary marketing material for my property.

I understand if I inform Woolacombe Cottages that I no longer wish to let with them after the August cut off point I will incur an administration fee.

I agree to either honor bookings secured for after the time I would like to terminate my contract or I will pay the upgrade fee to upgrade the guests or pay £250 per booking to compensate.

Termination of agreement by Woolacombe Cottages

I understand that Woolacombe Cottages can terminate or suspend this agreement at any time by giving me six months' notice.

I understand Woolacombe Cottages can terminate or suspend this agreement at any time with instant effect if I have not complied with their safety regulations, kept my property to the required standard or if I have offended guests in any way.

Confidentiality

I agree to keep the terms & conditions of this agreement & all information and correspondence between myself and Woolacombe Cottages confidential.

OPTIONS FOR LETTING YOUR PROPERTY

We offer a very flexible contract with our owners ensuring they get to use their holiday home as much as they like with the freedom to choose periods in which you would like to accept bookings, but please consider when selecting owners weeks that we require 4 peak summer weeks to cover our costs:

OPTION 1

All year holiday let

OPTION 2

All year holiday let with potential winter let

OPTION 3

Main letting period approx 32 weeks
(Easter – October half term)

OPTION 4

6 peak week let (school summer holidays)

OPTION 5

Other – please speak with us if you have a different criteria and we will work with you

Holiday Home Owner Mandate

A little about you

Name: _____

Address: _____

Phone: _____

Mobile: _____

Email: _____

About your holiday home

Property Name: _____

Property Address: _____

Number of bedrooms: _____

Sleeps: _____

Letting Options

By completing the following you agree to Woolacombe Cottages Ltd acting as your sole letting agent for the agreed letting period (please check terms & conditions for further details)

- Option 1 – All year holiday Let**
- Option 2 – All year holiday let with potential winter let**
- Option 3 – Main letting period approx. 32 weeks (Easter – October half term)**
- Option 4 – 6 Peak week let (school summer holidays)**
- Option 5 – Other, please speak with us**

Payment Options

Please choose from the options below for when you wish for your account to be settled

- Option 1 – Month following guest departure**
- Option 2 – Quarterly**
- Option 3 – 6 Monthly**
- Option 4 – Annually**

Your bank account details

Name on Account: _____

Sort Code: _____

Account Number: _____

16% commission sole letting agent

20% commission dual marketing option

Terms & conditions

I confirm I have read and accept the terms & conditions

Signed: _____

Date: _____

PROPERTY CHECKLIST

Please complete the following checklist by ticking in the relevant boxes, this will help us to ensure we supply guests with accurate information about your property if any changes have been made.

Key safe installed		(If yes) Key safe code		(If no) Would you like us to install one for you			
Yes	No	CODE:		Yes	No		

Pets welcome							
No	Yes (1 dog)	Yes (2 dogs)	Yes (3+ dogs)				

W-Fi Available		(If yes) Wi-Fi code	
Yes	No	Code:	

Sky / Virgin Available			
Yes	No		

Children Welcome		Babies Welcome	
Yes	No	Yes	No

Hot Tub		Pool	
Yes	No	Yes	No

Bed layout in property (please write number of each type of bed)							
King	Double	Single	Double sofa bed	Single sofa bed			

Bathroom Layouts							
Family bathroom				En-suite			
Bath	Shower	Bath	Shower				

PLEASE TICK ALL THAT APPLY							
Kitchen / Utility				Lounge			
Washing machine				Number of seats			
Tumble dryer				TV			
Washer/dryer				DVD player			
Dishwasher				Stereo			
Microwave				Gas fire			
Oven				Log burner			
Hob				Open fire			
Kettle				Sofa bed			
Toaster				Dining Area			
Fridge				Dining table			
Freezer				Number of chairs			
Fridge-Freezer				Heating			
Cafetiere				Central Heating			
Iron				Night store heaters			
Ironing board				Electric panel			
Clothes airier				Other (please specify below*)			
Garden				*			
Table				Parking			
Chairs (please put number of chairs)				No parking			
Loungers				Parking for 1 car			
Parasol				Parking for 2 cars			
Lawn				Parking for 3 cars			
Patio / decking				Parking for 3+ cars			

