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Smart Holiday Rentals persistently aims to offer and provide a high quality service with a fresh and new approach to the self-catering industry. We ensure a stress free, flexible and professional service for our guests all year round! Self catering holidays in Bournemouth offer great opportunities to explore seven miles of golden sandy beaches and the bustling town centre host a variety of attractions from shops, restaurants, buzzing nightlife, market stalls, theatres, events and endless stunning natural beauty.

We suggest you read through this brochure to obtain a feel for our services and accommodation possibilities. If you require some general guidance, speak with our team of specialists on 01202 296 400 or have a quotation request please email us at admin@smarthomerentals.co.uk. All the information you require to book and discover the range of beneficial services we provide can be found within this brochure.

Complementing this brochure is our superbly designed interactive website offering over 80 selected fully furnished properties. Our thoroughly constructed website allows our customers to browse through the whole portfolio of accommodation at their leisure, providing exclusive offers, up-to-date availability calendar, photographic galleries, travel guide and online booking system. Please visit www.smartholidayrentals.co.uk or call us on 01202 296 400 to book now. We look forward to hearing from you.

We take great pride in the flexible service we provide



1. OUR STAFF

All of our properties have been viewed by a member of the Sales Team. This enables us to recommend properties that will best suit your requirements. If a member of our team does not have first hand knowledge of a specific property, there will always be someone at hand to answer any queries you may have. Our team will always strive to provide you with

as much information to help make the booking process as easy as possible. We also conduct courtesy calls to ensure that everything is in order upon your arrival.

2. OUR CULTURE

We offer you a warm and friendly welcome to the South Coast of England. Our wide range of properties are designed to cater

for your individual tastes, requirements and circumstances.



Whatever the type of accommodation you choose our special brand of VIP customer service comes included and our aim is to provide genuine hospitality and care for our

guests. Whether your stay is for leisure or business we can go the extra mile to make your experience a memorable one. Smart Holiday Rentals are all about people. We put great effort to ensuring our staff provide excellent service and make it our mission to ensure our guests are comfortable, relaxed and cared for.

Repeat custom is important to us and as such our goal is to ensure your first stay is perfect. All of our repeat customers receive our loyalty discount which can also be passed to family and friends. Our properties are contemporary, stylish, maybe classic, and all with our high standards of cleanliness and comfort

3. EXPERIENCE DORSET



There is plenty to see and do in the county of Dorset with many towns, villages and places of natural beauty to keep you entertained.

[Poole town centre](#) has an abundance of shops to suit all tastes and budgets. Head down to Poole Quay and you'll find plenty to see and do, play in the amusements, catch the land train or take a boat over to [Brownsea Island](#). The Island is home to the endangered red squirrel and offers lovely walks and views of the harbour. If you fancy going further afield you can even catch a ferry to Jersey. Poole Park offers tennis courts, a miniature railway and an indoor soft play centre for children.

The summer months see Poole come alive with firework displays from the Quay, speedway events, weekly bike meets- where you can come and find the biker in you and evening boat trips around the harbour.

The town of [Swanage](#) is well worth a visit with its historic buildings and traditional seaside feel. Situated on the east side of the Jurassic Coast, Swanage offers visitors individual boutique stores, numerous places to eat and drink and fantastic walks around the bay and purbecks. Swanage is home to its very own steam railway which leads directly to the village of Corfe. The town of [Corfe Castle](#) is a popular tourist spot, the impressive ruins of Corfe Castle sit high on a hill overlooking the town below. The town is also home to a model village, where you can see what the town would have looked like years ago. There are also a few cafes and pubs here serving up traditional hearty grub.

Carrying on around the [Jurassic Coastline](#) you'll find other places of interest such as [Durdle Door](#), [Lulworth Cove](#) and [Dancing Ledge](#). Up to 140 million years old these natural landmarks are drenched in history attracting many tourists annually as well as those who want to study the rates of erosion and search for fossils.

The picturesque market town of [Wareham](#) was once a major port in the middle ages and offers visitors a mixture of new and old. Take the time to sit outside a café by the river, explore the shops or take a walk in Wareham forest.

Family attractions such as [Monkey World](#), [The Tank Museum](#), [Abbotsbury Swannery](#), Abbotsbury Subtropical Gardens and [Farmer Palmers Farm Park](#) can be found within the Swanage & Purbeck region of Dorset.

Carry on along the world heritage coastline and you'll find yourself in Weymouth, a traditional sea side town with lovely charm and character again offering fantastic views and walks. The Sea Life Park and Marine Sanctuary is located here and provides fun for all the family! Neighbouring Portland, once a naval base and home to the famous [Chesil Beach](#) provides visitors with attractions such as [Portland Castle](#) and [Portland Museum](#).

If you fancied exploring further along the Dorset coastline you'll find yourself in towns such as [Bridport](#) or [Lyme Regis](#). Both towns offer visitors a traditional feel with unique cafes, shops and restaurants. Head down to Charmouth beach and you'll find your own fossil to take home!

Travel inland through the Dorset countryside to one of the many pretty villages or small market towns each full of individual history, charm and character. The countryside also offers visitors some perfect walking, cycling and picnic spots. The county town of [Dorchester](#) offers visitors attractions such as The Tutankhamum Exhibition, Dinosaur Museum, Teddy Bear Museum and The Military Keep Museum as well as many unique shopping spots, cafes and restaurants.

The [New Forest](#) is the ideal location for those looking to get away from it all for the day. As well as being a walkers paradise, it is also very popular with cyclists. Take your time to discover different areas of the Forest, go horse riding, try a spot of canoeing or stop off in one of the quaint villages for a spot of lunch or dinner.

Cities such as [Salisbury](#) and [Winchester](#) are both about an hours drive away from Bournemouth and offer some lovely sights and culture. Both cities are home to spectacular cathedrals, which are open to the public, take your time to walk around and take in the spectacular architecture. Salisbury and Winchester also offer visitors great history, walks, shopping and places to eat. Close to Salisbury, is [Stonehenge](#), one of the most famous sites in the world. The monument was meant to have been constructed anywhere from 3000BC to 2000BC and attracts thousands of visitors every year.

[Paultons Park](#), the south coasts family theme park, is only a short drive away from Bournemouth and with so many rides and attractions to see, it may be hard to fit it all into one day. For those wanting to stay closer to town [Adventure Wonderland](#), located near to Bournemouth Airport, is a great place for children and adults alike.

Must see attractions: [Monkey World](#), [Marwell Zoo](#), [The Tank Museum](#), [Farmer Palmers Farm Park](#), [Splashdown](#), [Snowtrax](#), [Longleat](#) and [Moors Valley](#), Durdle Door, Lulworth Cove, [Chesil Beach](#).

A) CHRISTCHURCH

The historic priory town of [Christchurch](#) is rich in heritage and culture boasting two rivers, two castles, an 11th century priory church, a mill of Saxon origin, a medieval bridge and the site of a civil war siege in 1645. 'The historic Priory Quarter is right in the heart of the town centre so you won't have to walk far to enjoy the fascinating heritage. Close to the Priory church is the Red House Museum and gardens, the Covent Walk and the ruins of the Norman Hall and Christchurch Castle.' (www.visitchristchurch.info)

Christchurch Quay is a popular area for friends and family alike offering lovely views of the harbour and surrounding area. The Quay has lots to offer, a child's play area, splash pool, bandstand, mini golf, cafes and restaurants. You can even catch a ferry over to the other side of the river; the ferry service has been running across the River Stour for several hundreds of years connecting Christchurch and the village of Wick.

Once in the village of Wick, take a walk up the river to Tuckton Tea Gardens. Here you will find a small café set in tranquil gardens adjacent to the River Stour. The gardens are also home to mini golf, bumper cars and self drive motor boats. Why not rent a boat and cruise up the river to areas unreachable by the ferry. The Vintage Ferry Service starts at Tuckton Tea Gardens and runs all the way down to Mudeford Sandbank, the trip takes approximately 40 minutes and is the perfect way to take in the scenery and wildlife the area has to offer.

From Christchurch Quay take a walk through the leafy gardens back towards the town centre. On the walk you'll come across Christchurch castle ruins, The Norman House and Motte, built in the late 11th century to protect the town; the ruins are fascinating to look around.

DID YOU KNOW?

- ☞ The town was originally named Twynham but changed its name to Christchurch after the construction of the priory.
- ☞ The Ship Inn on the High Street was an old smugglers haunt and can be traced back to 1688.
- ☞ Former England and Liverpool football player Jamie Redknapp attended Twynham School when his father Harry Redknapp coached AFC Bournemouth.

MUST SEE THINGS

- ☞ Christchurch Quay
- ☞ Christchurch Priory Church
- ☞ Christchurch Castle Ruins, The Norman House and Motte
- ☞ The Vintage Ferry Service

Christchurch High Street is where you will come across well known chain stores as well as local boutique stores. It is also here that you will find Saxon Square, numerous cafes and pubs. Christchurch Priory Church can be found at the end of the shopping precinct and is free to the public and open all year round.

MUST SEE THINGS

- ☛ Southbourne-On-Sea High Street
- ☛ Fisherman's Walk
- ☛ Southbourne-On-Sea Beach
- ☛ Hengistbury Head

B) SOUTHBOURNE-ON-SEA

The area of Southbourne-on-sea is located between Bournemouth town centre and Christchurch and is the perfect location for those keen to escape the busier areas of the town centre.

Southbourne-on-sea High Street offers some unique shops, cafes and restaurants. Just off the High Street is Fishermans Walk, a green and leafy walk that leads directly to the coast. The beach can be reached either via the zig zag or by cliff lift; Southbourne-on-sea cliff lift was originally built in 1935 and is still in operation today offering a quick and easy way down to the sea front.

Take a short walk east along the promenade and you'll find yourself at [Hengistbury Head](#). The scenic headland is swarming with wildlife and nature. Take the time to walk up to the top of the headland and admire the amazing views or walk down to Mudeford sandbank and grab yourself something to eat and drink in the little café.

C) BOSCOMBE

The area of [Boscombe](#) is located east of Bournemouth town centre and is the perfect location for those keen to escape the town centre but still remain in a busy area.

The High Street is where you will find all of your favourite brand name stores as well as unique individual ones, many shops can also be found in the Sovereign shopping centre. The High Street also becomes home to a thriving street market, held on Thursdays and Saturdays, the markets offer a variety of items, so head on down and see if you can bag yourself a bargain. The [02 Academy](#) is located here and hosts performances by the latest bands and artists, well worth a visit.

Boscombe offers a variety of places to eat and drink, the high street is where you will find local cafes and well known food chains, however if you fancy something a little different head off in the direction of the beach to one of the funky surf styled restaurants. Bournemouth Beaches recommends '[Urban Reef](#)'

Boscombe beach oozes cool with its modern beach front style, take your time to have a bite to eat in one of the restaurants, sip a cocktail in a bar or learn to surf at the [surf school](#). The beach is also home to its own pier, head out along the pier and admire the sea views or look back along the coastline and towering cliffs. To book [sea fishing](#) off Boscombe Pier please enquire through:

DID YOU KNOW?

- ☛ There is a land train that runs from Boscombe beach to Bournemouth along the one mile stretch of promenade and is a great way to get to the town centre quickly.
- ☛ The Boscombe Devil is a gargoyle located facing the Boscombe grand theatre now the 02 Academy believed to have been placed there to show disapproval at the entertainments on offer. (<http://en.wikipedia.org/wiki/Boscombe>)

MUST SEE THINGS

- ☛ Boscombe Market
- ☛ Boscombe Pier
- ☛ Boscombe Chine Gardens
- ☛ Boscombe Surf School

Boscombe Chine gardens run directly down to the beach from the main road between Bournemouth centre and Boscombe. Head through the gardens and you'll come across a childrens water play park, mini golf, nature trail and public art trail.

D) BOURNEMOUTH TOWN CENTRE

The vibrant town of Bournemouth is the perfect destination for families, couples and groups alike.

Bournemouth centre has an abundance of shops to suit all tastes and budgets. The main shopping precinct runs from the bottom of Old Christchurch Road down to the gardens then up Commercial Road right the way to the Triangle. All of your favourite shops and department stores can be found along here as well as restaurants, bars and cafes. For more individual boutique stores head to Westover Road where you'll find high end clothing shops, jewellers and art galleries.

Bournemouth Square, located in the heart of the town, is where you will find the start of the Lower Gardens which lead directly down to the beach. These tranquil gardens provide the perfect walk way to the beach offering many things to see and do one the way. The [Bournemouth Balloon](#) is located in the lower gardens and provides breath taking views of the town and surrounding area. Head further down towards the beach and you'll find mini golf and the bandstand. During the summer months the bandstand comes alive with live music from local bands and artists. Explore the gardens more and you'll come across the aviary complete with café and open air art gallery.

Once you've made it through the gardens you'll be met with seven miles of golden sand, including four award winning blue flag beaches offering amazing views of the coast starting from Hengistbury Head stretching all the way around the [Old Harry Rocks](#). The [Isle of Wight](#) can even be seen.

Pier Approach, the area around the pier, is where you'll cafes, bars and restaurants. It is also home to the amusements, childrens fair ground rides (not all year round) and the [Oceanarium](#), an indoor aquarium, with everything from sharks to otters. The land train stops at pier approach and travels all the way along the promenade to Boscombe. Take a trip out onto the pier and you'll be met with some amazing views on the coastline, take the time to relax here in the cafe/restaurant or take the little ones on the fair ground rides!

The town centre offers a variety of places to eat and drink and once the sun goes down the town comes alive with plenty of entertainment for the whole family. Catch a show, see a band or even go ice skating at The [Bournemouth International Centre](#), [Pavilion](#) or Pavilion Dance with events on all year round you are bound to find something that takes your fancy. The town centre is also home to two cinemas, bars and nightclubs.

The summer months see Bournemouth come alive with firework displays, candlelight nights, events for children and even an [air festival](#) on the beach. From mid November and throughout December the town centre becomes home to a [German Christmas market](#), where you can buy traditional gifts or just sit and enjoy a nice glass of Gluhwein!

DID YOU KNOW?

- ☞ The Triangle – The home of the Bournemouth Beaches office – come say hi!
- ☞ The grave of Mary Shelley the author of the famous Frankenstein can be found in the grounds of St Peters Church
- ☞ Bournemouth is mentioned in Roald Dahl's 'The Witches' as the setting for the Hotel Magnificent.
- ☞ The cover of the second Beatles album 'With The Beatles' was photographed in Bournemouth.
- ☞ The actor Christian Bale attended Bournemouth School for Boys and is famous for his roles in such films as Batman Begins, Terminator Salvation and The Fighter.

MUST SEE THINGS

- ☞ The Beach
- ☞ Pier Approach
- ☞ The Oceanarium
- ☞ The Gardens
- ☞ The Bournemouth International Centre/ Pavilion

E) WESTBOURNE

The area of Westbourne is located west of the town centre and is the perfect location for those looking for quirky places to eat, drink or shops! The high street is an array of individual boutique stores, cool cafes and restaurants. Also home to a few high street chains this area of town is not to be missed.

MUST SEE THINGS

- ☛ Shop in the boutique stores
- ☛ Have lunch or dinner in one of the many cafes or restaurants

F) SANDBANKS

The area of Sandbanks is a must see on a trip to Bournemouth, famous for its high property values, you'll find the beach is sandy and flat with shallow waters making it a popular site for water sports especially windsurfing and parasailing.

As you enter into the area of sandbanks you'll be met with breathtaking views of the harbour and Brownsea Island. The main beach and car park are located just before you enter on to the peninsular, here you will find a childrens play park. Head on to the beach and you'll be met with stunning views of the coastline. A small parade of shops are located just a short walk away here you'll find a couple of cafes for all of your refreshment needs. Once on the peninsular catch the chain ferry from Sandbanks over to [Studland](#). Head up to Old Harry Rocks where you'll be greeted by breath taking views of the coastline. On the way back why not quench your thirst in the local pub or even have a spot of lunch.

MUST SEE THINGS

- ☛ The Sandbanks Beach
- ☛ The Chain Ferry

4. BOOKING PROCESS

Thank you for considering us as your booking agents. Please take your time browsing through our [website](#), you will find all information in regards to the property specification, location, amenities, up-to-date availability calendar and the option to book online. If you require further assistance when selecting your property please take time to speak with our staff, all of whom have extensive knowledge of the area and personal experience of our properties. We will be happy to give advice and recommendations to ensure you make the right choice for your stay.



When placing a booking we require a holding deposit of at least £100.00 per week booked to secure your property. The deposit is dependent on the property size. The balance is required at least 6 weeks before your arrival. All rates include the provision of bed linen and towels; please refer to ‘inclusive/complimentary items’ section for more information. **Please note all fees and taxes are included in the quoted price.**

Please note that we do not print booking confirmations and we would recommend saving the documents on a smart phone or tablet. Please note in the event of amendments to your booking an £18 inc VAT fee applies.

Please refer to our [‘Terms and Conditions’](#) for our cancellation policy.

5. SECURITY DEPOSITS

A pre-authorisation of a credit or debit card is taken 3 days before your arrival; PLEASE NOTE THIS IS NOT A TRANSACTION but a certain amount frozen on the card in case of any damages. Once the properties are checked by our housekeepers the monies are released for your use within 5 days after your departure. If any damage occurs during your stay please let us know immediately so we are able to repair or replace at cost, additional charges may occur if we have not been informed. Please be a friend at the end and leave our properties tidy – this includes the washing up, emptying bins and fridges and removing all personal items. Our housekeepers will like you and you will avoid any unnecessary excess cleaning charges.



Offering a personal service, with local office and local knowledge



6. ALL ADULT/UNDERAGE GROUPS

We usually accept bookings from those aged 18 years and above who are families, couples and single professionals. As an under-age or all adult, large group booking we will be required to pass certain information to the owner of the property for consideration before a booking is placed. Please contact us via [email](#) to confirm the purpose of your visit, the ages of the group and whether it is a single/mixed sex group.

If you are under the age of 18 years please forward written confirmation from parents confirming the purpose of your visit. Please note a debit/credit card is used to pre authorise a certain amount as a security deposit, we will also require an extra refundable deposit of £50 per person per week payable with the balance due to the high risk of damages occurring. Please ensure you refer to a copy of our terms and conditions, as groups are accepted at the discretion of the owners.

Please note we do not accept Hen or Stag parties

7. METHODS OF PAYMENT

Bournemouth Beaches accept the following payment methods:

- A) Debit Cards – NO SUPPLEMENT
- B) Credit Cards –SUPPLEMENT CHARGES APPLY
- C) Bank Transfer (please note we are still required to withhold card details in order to pre-authorise a security deposit, the amount varies per property)

8. FLEXIBLE BOOKING DATES

Smart Holiday Rentals are proud to announce that you can enjoy a short break of 1, 2 or 3 nights most of the year at the majority of our properties (our usual minimum stay is 3 nights; however please enquire with a member of staff if you require 1 or 2 night break). Start days are no problem, if you wish to book from a Friday, Saturday, Sunday or Monday during

high season there are many properties without a fixed changeover day (subject to availability).

9. CHECK IN/OUT TIMES

Check in time is strictly from 4pm and departure before 10.00am. Please note some owner managed properties may have different times; this is clearly noted on the booking form.



10. KEY COLLECTION

Keys can be **collected** from our office: 6 Poole Hill, Bournemouth, BH2 5PS:



- A) Monday to Saturday between 8.30am and 6.30pm throughout the year

Please check office opening times with a staff member on 01202 296 400/ 01202 559 488 for Bank Holiday & Christmas/ New Year arrival dates.

We can also arrange for keys to be **posted** to you at a small extra charge, the options are as follows (maximum two sets are posted):



- A) 1st class service at £5.00 (posted at least 5 working days before your arrival)
B) Next day special delivery service from £9.50
C) Saturday next day service from £15.00
D)

Providing genuine hospitality and care for our guests

If you would prefer for a member of staff to meet and greet you at the property with the keys please select the '**personal check in**', this service is charged at £60 and available Monday to Sunday between 9am and 10pm. Please note some of our properties have this service included in the price.

Please be aware some properties have different key collection methods, **please ensure you read the documents attached to your booking confirmation email once you have placed your booking.** Keys can be left in a visible place within the apartment upon departure unless otherwise stated, please check you've collected all your belongings and ensure the main door to the property is firmly closed behind you.

Our customers can benefit from seamless transfers direct to their booked property

11. AIRPORT TRANSFERS

[JUST Fly Ltd](#) in conjunction with Smart Holiday Rentals strives to provide our customers, both private and corporate with an excellent personal airport transfer service. We currently operate a spacious eight seat Vauxhall Vivaro minibus which is modern, comfortable and quiet. Designed for long and short journey's alike our vehicles have air-con, plenty of baggage space and are no older than four years. Our drivers are fully licensed as Private Hire drivers and all have had to take an extended driving examination before we allow them to carry our passengers. You will find our drivers

friendly, helpful and above all caring for your safety. The following prices will include pick up and parking costs at the arrival airport.

All prices are for standard collection (one-way), transport **direct to your holiday apartment** and personal check in (driver will hold the keys to your property). The vehicle can accommodate 8 passengers (including infants) and one large piece of luggage per person, please inform us prior to booking should you have excess luggage or any special requirements. A baby seat is available on request.

**Bournemouth's Premier
Airport Transfer Service**

Travel in comfort when you take Just Fly,
to and from the airport



- * ½ or full day transfer bus hire by separate negotiation
- *All other trips by individual quotation, please enquire

12. INCLUSIVE/COMPLIMENTARY ITEMS

A) COTS AND HIGHCHAIRS

Travel cots and highchairs are available at a majority of our properties (please check the individual property descriptions as some owners apply a fee). No linen, bedding or mattress' are provided for the cots due to hygiene reasons.

“We had an absolutely fantastic time...It was a real home from home. Nicely positioned, very quiet, very clean and immaculately presented.”
*Mrs Bowers,
Nottinghamshire.
February 2010*

B) BED LINEN AND TOWELS

All of our properties are prepared for your arrival. Bedding, bed linen and towels are included. We provide 1 bath towel per person (for the amount of people the accommodation sleeps) and a hand towel and bath mat per bathroom. If you require extra sets please refer to the options and extras in the booking form.

C) UTILITIES

Normal gas/electric and water are included in the price as is television licence, council taxes, and sewerage rates.

D) STARTER PACKS

A complimentary starter pack will be awaiting you on your arrival. This includes:

Washing up liquid, J-cloth, Kitchen & Bathroom Cleaner with Bleach, Toilet roll, Kitchen roll, Black and white bin liners, Tea bags, Coffee sticks, Sugar sticks and Milk (UHT), Decaf coffee sticks, Sweeteners, Laundry tablets, Shower gel, Shampoo, Conditioner and Soap

If you are celebrating a special occasion, you can contact us to arrange a hamper of your choice.

E) SERVICE CLEANS/LINEN CHANGES

Service cleans are complimentary for stays of 14 nights or more. You will be provided with a complete change of linen and a fresh set of towels. Please confirm a convenient time when placing your booking. Please note you can also request additional service cleans at a charge; please refer to our options and extras section.

13. PETS

Please enquire to find pet friendly accommodation, we have a selection available.

14. NO SMOKING POLICY

Smoking is not permitted at any of our properties. Should it be found that a guest has been smoking within a property; a deep clean and the use of a chemical deodorising machine will be required. The cost of the clean and deodorising will be charged to the hirer. If the property has an outdoor area, please dispose of cigarette ends appropriately.

15. CREATURE COMFORTS - OPTIONS AND EXTRAS

A) LUXURY HAMPERS

Celebration/special occasion hampers are available at all of our properties. Please enquire for more information.

B) INTERNET

A majority of our deluxe properties include FREE broadband or WIFI facilities. Please check individual property details (whilst the owner will make every effort to ensure the service is available, in the event that it is not, due to circumstances outside their control, neither Smart Holiday Rentals nor the owner will be held liable). For those properties that do not include an internet service, you have the option of selecting one of two options:

“It will be our pleasure to do everything we can to big up Bournemouth Beaches and show the world how fabulous you, your service and your properties are...on a scale of 1 to 10, 10 being the bestyou are a 10. Bournemouth Beaches do care about their customers and that builds immense advocacy. Anyway, Thanks again...” Mrs Loftus, London. June 2010

- i. Weekly surcharge for use of broadband or WIFI facilities (internet codes are either emailed to you 7 days in advance, included in your check in guide information or located on the base of the hub)

“We have just returned from our holiday. We enjoyed it very much and were very happy with our property. We have been very impressed with all our dealings with your company – the whole booking process was very efficient and simple – thank you”

*Mrs Farmer, Warwickshire.
July 2011*

C) SHOPPING SERVICE

For your convenience we provide special VIP services, such as our shopping service. We will organise the purchase, delivery and unpacking of your goods so everything is in place especially for your stress-free arrival. Please select the drop down option on the booking form and follow this with an email with a list of items, which store to purchase the goods from and any alternative products should one/several of your items not be available. For more information please do not hesitate to contact us.

D) SPECIAL REQUIREMENTS

It is very important to us that you enjoy your holiday and you book a property that best suits your requirements. Please let us know before you book if a member of your party has a special requirement i.e. allergy to feathers or difficulty with steps or any medical condition. It is the responsibility of the hirer to inform us of any such special requirements so that we can confirm the suitability of your chosen accommodation.

E) HOUSEKEEPING

A weekly service clean is included for bookings 14 days or more in length. This includes a complete change of linen and towels plus a spring clean. Should you require additional services the following options are available to you:

- ii. Midweek/Stay Cleaning (charged per service per day, varies according to the property size)
- iii. Linen Change (price per service per day, varies according to the amount of people the property sleeps)
- iv. Extra Towels charged per set (select amount of sets, in each set is 1 bath towel per person (for the amount of people the accommodation sleeps) plus 1 extra, hand towel and bath mat per bathroom)



16. BEACH HUT

We delighted to offer a [beach hut](#) located between the popular Alum Chine and Durley Chine Beachfronts – elevated above the ground floor on a private balcony area great for sunbathing and bbq’s. This can be added to your booking form along with your selected accommodation.

17. E-CONCERIGE

We appreciate that a website cannot answer all of your questions and therefore we are proud to have an E-Concierge which will help answer specific questions. This is particularly useful for our overseas guests and enquiries can be made in Hungarian, Russian and English. Please look for the E-Concierge icon in the left hand corner of our website home or contact pages.

Once you have chosen your preferred property, booking is easy! Please call one of our agents on **01202 296 400** who will be happy to go through the booking process over the phone. Alternatively, please click the up-to-date availability tab under your chosen property, insert your dates and complete the booking form. The shopping cart allows you to add multiple properties under one booking should this be applicable.

We are very grateful for your interest and we hope to hear from you time and time again.

*Booking your chosen property couldn't be easier,
Smart Holiday Rentals wishes you an enjoyable stay*