

Aird Cottage, Badachro

Terms & Conditions

1. Contract and Booking

- 1.1 Aird Cottage is to be occupied by the Holidaymakers for a holiday of agreed duration only.
- 1.2 Bookings cannot be accepted from persons under 18 years of age
- 1.3 If you intend to bring a pet it must be declared at the time of booking.
- 1.4 No bookings are valid until confirmed by the Owners in writing.

2. Deposit

- 2.1 A deposit of £100 per week ("Deposit") must accompany the booking request. Electricity costs will be deducted from this after the holiday has concluded and the balance repaid to the Holidaymaker.

The Deposit is non-refundable if the Holidaymaker cancels in advance, but it will be refunded in full if the Owner is unable to accept the booking – as specified in 6. below.

3. Insurance

- 3.1 We strongly recommend that you take out Holiday Insurance when making your booking, even when payment is made in full.

4. Balance Payment

- 4.1 Once a booking is confirmed by the Owners, the Holidaymaker is responsible for the full balance of the cost of the holiday. This shall be paid not later than **6 weeks** prior to the commencement of the booking.
- 4.2 The Owners reserve the right to re-let any holiday where monies due are more than 7 days in arrears, in which case any monies paid by the Holidaymaker over and above the non-refundable Deposit will be refunded. However, if the Owner is unable to re-let the holiday, the Holidaymaker will remain liable for the outstanding balance of the cost of the holiday

5. Holidaymakers' responsibilities and forfeiture

- 5.1 The Holidaymakers shall keep the property and all furniture, fixtures, fittings and effects in, on or at the property, in the same state of repair as at the commencement of the holiday, and shall leave the property in the same state of cleanliness and general order in which it was found.
- 5.2 The Holidaymaker must report and pay to the Owner the cost of any damage or breakages made during their holiday occupancy.
- 5.3 Aird Cottage has a strict no-smoking policy. The Owner reserves the right to make a reasonable charge where guests have smoked within the property.
- 5.4 The Holidaymakers' right to occupy the Property may be forfeited without compensation if:
 - Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.

6. Unavailability of Property

- 6.1 In the event of the Property becoming unavailable (due to fire, flooding or some unforeseen event), the Owner will endeavour to provide the Holidaymakers with suitable alternative accommodation or will refund all monies paid, or a proportion in the case of curtailment. The Owner cannot, however, pay any compensation or expenses as a consequence of such an event.

7. Cancellations by Holidaymakers

7.1 In the event of cancellation, Holidaymakers may be due a partial refund, dependent on when notice of cancellation is given to us before the holiday start date. The refund is calculated as follows:

- Less than 21 days' notice – No refund due unless Property re-let
- 22 – 42 days' notice – 50% of the total accommodation cost refunded unless Property re-let

7.2 If a refund is due it will be paid within 10 working days of cancellation

7.3 For all cancellations, the Deposit will be retained by the Owners.

8.0 Pets

8.1 Dogs:

- Your dog must be under strict control at all times while in or at the Property;
- All fouling of Cottage or Garden must be cleared up without delay, particularly on lawns and paths;
- Dog owners must supply their own dog beds or baskets;
- Your dog must not lie on beds or furnishings, and all shed hair must be cleared up before departure;
- You will be liable for any damage caused by a dog in your party. Any damage is to be reported to the Owner immediately. You will be charged for any additional cleaning resulting from the presence of your pet.

8.2 Other Pets

Pets other than a dog may be allowed at the Owner's discretion. This must be approved prior to making the Booking.

9. Owner's access to Property

9.1 The Owner or their representative shall be allowed access to the Property at any reasonable time during any holiday occupancy.

10. Complaints procedure

10.1 In the event of there being cause for complaint, the matter shall be taken up with the Owner at once. It is important that this is done whilst you are still at the Property so that an on-the-spot investigation can be made if necessary, and remedial action taken if required.

10.2 In no circumstances will compensation be considered for complaints raised after the holiday has ended, where the Holidaymakers have denied the Owner or their representative the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.