

ARRAN HOLIDAY RETREATS

Arran Holiday Retreats - Whiting Bay - Isle of Arran - KA27 8QH
stay@arranholidayretreats.co.uk

BOOKING TERMS AND CONDITIONS 2018-19:

The Grange, Whiting Bay, Isle of Arran KA27 8QH
Alt Ardoch Cottage and Alt Ardoch House, Lamlash, Isle of Arran KA27 8NL
Azalea House, King's Cross, Whiting Bay, Isle of Arran KA27 8RG
Silverburn Farmhouse, Whiting Bay, Isle of Arran KA27 8QT

GENERAL: The contract is made under Schedule 4 Section 8 of the Housing Scotland Act 1988 and gives you the right to occupy the property for the period agreed for holiday purposes only. Scottish Law applies to all contractual obligations arising from these booking conditions.

ACCURACY: Every care has been taken to ensure the accuracy of the property descriptions and all information is given in good faith and believed correct at the time of publication.

PERIOD OF TENANCY: From **xxxx*** on the day of arrival and until **10.00am** on the day of departure.

OCCUPANCY: The number of persons occupying must not exceed the number as agreed in the booking details and Arran Holiday Retreats reserve the right to refuse entry to any party over this number. Our properties may not be used as an open house / party / wedding venue and the maximum occupancy level should be observed at all times. Arran Holiday Retreats reserves the right to refuse entry and terminate the agreement to anyone who in our opinion is not suitable to take charge of the property. In the event of this happening a refund will not be given.

SUBLETTING: The property or its contents may not be sub-let.

DISCLOSURE OF INFORMATION: The Hirer's details may be passed to the Property/Administration Manager for the purpose of preparing the property or provision of guest services.

IF THINGS GO WRONG: It is important to us that you enjoy your holiday. We will try to contact you the day after arrival as a courtesy to check that all is well. In the event of any problems with the property, the Hirer must immediately contact the Property Manager so that the opportunity to rectify the problem is given. Under no circumstances will any compensation be considered if the Property Manager has not been given the opportunity to rectify a problem during the Hirer's let.

INSURANCE: Clients are strongly advised to take out holiday insurance to cover losses and cancellation expenses in the case of illness, ferry disruption, etc. The property is insured against fire, accidental damage and Public Liability. Arran Holiday Retreats will not be held responsible for any loss or damage to the client's personal property.

PAYMENT AND HOUSEKEEPING DEPOSIT: A deposit of 40% per week is required at the time of booking and the balance within 8 weeks of commencement of the holiday. Bookings within eight weeks of the arrival date should be paid in full. A Good Housekeeping Deposit of **£**** is payable with the balance for all properties. This is refunded within 7 days after departure, subject to a satisfactory report from the Housekeeper. Any breakages or damage to the furnishings, equipment or property must be reported to the Property Manager prior to departure and paid for by the guests. On departure, the property should be left in a clean and tidy condition. Excess cleaning may incur an additional charge.

CANCELLATION: The receipt of payment of the deposit is deemed to be a firm booking and it is assumed that the tenant has read and agrees to abide by these terms and conditions. If accepted, the Hirer becomes liable for the full balance of charges, which are paid eight weeks prior to the commencement of the holiday. Non-payment of the balance of the hire charges by the due date will result in Arran Holiday Retreats treating the property as being available for re-booking. The Hirer remains liable for payment of the full cost of the holiday if he or she cancels a confirmed booking. Arran Holiday Retreats will endeavour to re-let the property upon receipt of written

confirmation of the cancellation from the Hirer, and if successful will make a full refund to the Hirer less an administration fee of £100 and any other expenses incurred in re-letting.

** The entry time varies according to the property booked. This will be confirmed by e-mail to the guests prior to arrival.*

*** The "Good Housekeeping Deposit" is £500 for the Grange, £200 for Alt Ardoch House, Azalea House and Silverburn Farmhouse; £150 for Alt Ardoch Cottage. Peacock Cottage does not take a "Good Housekeeping" Deposit.*