

Terms and Conditions of Arnbeg Cottage

The terms and conditions must be read carefully prior to completing the booking form. By submitting the booking form, and payment of the deposit, it confirms the terms and conditions have been read, understood and accepted. The person who submitted the booking form certifies that he or she is authorised to agree the terms and conditions on behalf of all persons included on the booking form. He or she agrees to take responsibility for the party occupying the property.

1. **Weekly Bookings** - All bookings are per week (Saturday to Saturday, unless agreed in writing at time of booking), for a cottage as equipped and described, for a private holiday let.
2. **Bookings** are from **4pm** on day of arrival to **10am** on day of departure (subject to unavoidable delays). Please try to arrive no later than 6.30pm on day of arrival. Please telephone to inform us if this is not possible so arrangements for uplift of keys can be made. (+44(0)1786 870 926)
3. **Booking confirmation** - A contract shall come into existence if and when we accept the booking in writing. Bookings will be confirmed upon receipt of deposit stated in tariff schedule if more than 6 weeks or full rental if less than 6 weeks. You will then become responsible for the total price as advertised (see tariff schedule). The deposit is non-returnable in the event of later cancellation.
4. **Payment of Balance and including Refundable Damage Deposit** is due by you not later than 6 weeks before the commencement of your holiday date. For bookings made within 6 weeks of the start of your holiday you are required to pay the full price as detailed on the tariff schedule before the booking will be confirmed. In the event of this balance not being received timeously, we reserve the right to cancel the holiday without further notice and without refund of deposit.

5. **Refundable Key/Damage Deposit** - A refundable key/damage deposit of £100-00 will be required against loss and damage. The key/damage deposit is payable with the booking balance payment. This deposit will be returned in full within 7 working days of the departure date, minus any costs for missing items, damage, breakages, however caused, and any cleaning necessary, over and above normal servicing.

An inventory of the contents of the cottage will be checked at the beginning and end of each holiday period. Damage or breakages must be reported immediately.

6. **Cleanliness** - We maintain excellent cleanliness in our property and at the end of your stay please leave it in a clean, tidy and hygienic condition. **If we feel this has not been done we will have no alternative but to deduct any extra deep cleaning required from the refundable Key/Damages deposit.**
7. **Cancellation** - So long as written notice of cancellation is received not less than 8 weeks before commencement date of the holiday, you will not be liable to pay any outstanding balance. However, if cancellation is notified within 8 weeks of the holiday commencement date, you will be liable to pay the full balance unless we are successful in re-letting the holiday. Notification should be made in the first instance by email and confirmed by first class mail to Allison Thom, Arnbeg, Kippen, FK8 3EW. **We recommend you have holiday insurance.**
8. **Variation of Dates** - If you wish to vary the dates of your holiday after the contract has been concluded we will try our best to provide alternative dates. If this is not possible, this will be treated as a cancellation by you, of the original contract and previous conditions apply.
9. **Availability** - Should the cottage not be available due to circumstances beyond our control (for example fire, theft or damage) we cannot guarantee to provide alternative accommodation, in which case all sums will be returned to you in full but you will have no claim against us.
10. **Number in your party** - Under no circumstances may more than the maximum number of persons, (8), occupy the

property. We reserve the right to cancel our contract, without a refund of sums paid, should this condition not be observed. We reserve the right to revoke any bookings from any parties that may, in our opinion (and at our sole discretion) be unsuitable for the property concerned. In this case, all sums paid will be refunded in full, if prior to commencement of holiday.

11. **Travel Cot** - Due to health & safety reasons, the travel cot is only suitable for children from birth to weight of 14kg and less than 89cm tall (35 inches)
12. **Pets**, as stated on your booking form, are only accommodated by prior arrangement
13. **Bed Wetters** - Please bring plastic mattress covers for bed wetters. If bed wetting occurs guests must pay for new mattress.
14. **No smoking** - For the comfort and safety of everyone No Smoking of any substance is allowed on the premises.
15. **Complaints** - In the unlikely event of any complaint you have concerning the property or your holiday booking, please advise us at the time the complaint arises. We will endeavour to resolve your complaint to your satisfaction. If you remain dissatisfied, please put your complaint in writing to Allison Thom, at the time.
16. **No liability** is accepted by Arnbeg Cottage for loss or damage to clients' property, baggage, motor car etc, however caused, nor for any accident or mishap to persons whilst on the premises.
17. **Maintenance of premises** - You will permit the Owners, at reasonable hours, to enter upon and carry out any essential maintenance of premises.
18. **Outside Area** - The area around the cottage must be kept clean and tidy at all times. Vehicles may be required to be moved in the event of livestock re-location.

BBQ must be cleaned after use.

19. No bookings from young single sex groups or groups of youths under 25 can be accepted.
20. [Web Site](#) - The information given on this web site is given in good faith. Every effort is made to supply you with accurate information about your holiday accommodation and location. Occasionally, due to reasons out with our control facilities may alter or be withdrawn in which case no responsibility can be accepted. Minor discrepancies between text, photographs and illustrations in the website/brochure and the actual property may arise and must be accepted by you. We reserve the right to make changes in the interests of improvement.