

# Terms and Conditions of Booking

## The following terms apply:

- “Owner” shall mean Caisteal Liath Chalets and / or Caisteal Liath Cottage/House
- “Customer” shall mean the individual who made the booking
- “Tenants” shall mean the Customer’s party

## Contract

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your deposit payment has cleared and your booking is subsequently confirmed in writing via a letter of confirmation sent by post or email.

If not booking online, having checked that the dates of your holiday are available please email, telephone (+44 01571 8445666) or text (07983 918526) to reserve your holiday. I will confirm that your chosen accommodation and dates are being held in your name for SEVEN days pending receipt of your deposit.

£100 non-refundable deposit per week, per property, upon booking.

Remittance by cheque should be made payable to ‘Mrs S MacLeod’.

Payment in full is required 8 weeks prior to arrival.

If a booking is within eight weeks of arrival, then payment is required in full, at the time of booking.

Strictly no smoking in any of the properties.

Arrival between 4 pm – 7 pm, (day of arrival), and departure by 10 am please, (day of departure).

Please be environmentally friendly; switch off lights and only heat when required, recycle bottles/paper etc. where possible, and save water.

Do not leave any candles or Christmas tree lights unattended.

All linen and electricity costs are included in the price.

Cot or Travel cot, high chair and baby bath are available FREE of charge, please do book in advance.

If staying for a two week period, or more, then a change of linen is available.

## Conditions

Caisteal Liath and its' owners, are not liable to you or any third parties for any accident, damage, loss, injury expense or inconvenience, which may be suffered, incurred, arise out of or is in any way connected with the rental of one of our properties.

The number of persons occupying the property must not exceed that as stipulated on the website.

The accommodation let is to be used for the sole purpose of a holiday and that the hirer shall not sub-let the premises or any part thereof.

The hirer of the property shall undertake to prevent any member of his/her party from causing a nuisance or disturbance to other residents or occupiers and to ensure that the property is left secure when unoccupied.

The tenant will keep the property and all furniture, equipment & fitments in or on the property in the like state of repair and good condition and cleanliness as at the commencement of the let and will make good any damage, breakage or loss that may occur during the let.

The customer binds and obliges himself to vacate the hired premises without demand at the termination of the period hire.

Right of entry is reserved at all reasonable times for the purpose of inspection or to carry out necessary repairs and maintenance.

If the property which you have booked becomes unavailable or unusable, for whatever reason prior to the date of your booking, then our obligation to you is this;

- a) to endeavour to find you a suitable alternative property, or, failing that,
- b) to reimburse you for any monies paid.

If accepted, dogs are not to be left unattended in the property.

Caisteal Liath reserves the right to refuse entry to the entire party, or to terminate the stay, without refund, if any of these conditions are not complied with.

Every effort will be made to ensure you have an enjoyable stay; however we know we can't always be 100% perfect. Please let us know immediately if this is not the case.

We will endeavour to rectify, wherever possible.

## Cancellation

In the event of a cancellation by the tenant, the deposit will be forfeit and the owners must be notified. If the cancellation is made less than eight weeks before the commencement of the let, the total rent will be forfeit.

It is therefore advisable to take out holiday cancellation insurance cover. As a member of the ASSC we deal with Schofields Insurance Company who are offering insurance cover at the following rates for UK residents: £20 for up to 8 days cover & £25 for up to 15 days cover up to £1000.

<http://travel.schofields.ltd.uk>

## **Disclaimer**

The owners have taken every care to ensure the accuracy of property descriptions on the website and all information is provided in good faith and is believed to be correct.

## **Short Breaks**

Due to the popularity of our properties we can rarely accept short break bookings between April and October. If you would like to book a short break during these months, please contact me no more than 2 weeks before the proposed dates of your holiday.