



## Bookings - Glenview Terms and conditions

Bookings are made and accepted only on the following conditions:

1. This booking is made between the Guests and Shieldaig Croft, who are the owners of holiday cottage, 'Glenview'.
2. Cancellations. Deposits are non-refundable.  
For refunds of the remaining balance, we have the following terms:

Days until arrival	Refund
70 + days	Full balance
42-70 days	50 per cent of balance
30-42 days	25 per cent of balance
0-30 days	No refund
Please see exceptions	

Exceptions:

We understand that sometimes life can be challenging.

- If a guest needs to cancel but the Croft manages to re-let the week, then we will refund the remaining balance (not the deposit).
  - If a guest can find a friend who wishes to take the booking, we will simply charge an admin fee of £20 to transfer the booking.
  - Otherwise, if a guest cancels, and the Croft cannot fill the week then the Croft will keep the fees but will offer another week to the Guest at a 30% discounted price.
3. Shieldaig Croft accepts no responsibility for personal injury to the Guest and/or his/her invitees (jointly known as "the Holidaymakers") and/or their belongings.
  4. This agreement is made on the basis that the property ("Glenview") is to be occupied by the holidaymakers for a holiday as mentioned in the Housing Act 1988 Schedule 1 paragraph 9 and the Holidaymakers acknowledge that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise when it ends.

5. Bookings cannot be accepted from persons under 18 years of age.
6. A deposit of 25% of the cost of the holiday ("Deposit") must accompany the booking request. The Deposit is non-refundable.
7. No bookings are valid until confirmed by Shildaig Croft in writing.
8. Once a booking is confirmed by Shildaig Croft, the Guest is responsible for the full balance of the cost of the holiday. This shall be paid not later than 70 days (10 weeks) before the booking is due to commence.
9. Shildaig Croft reserves the right to re-let any holiday where any monies due are more than 14 days in arrears whereupon any monies paid by the Guest above the Deposit will be refunded. However, if Shildaig Croft is unable to re-let the holiday, the Guest will remain liable for the outstanding balance of the cost of the holiday.
10. In the event of the accommodation becoming unavailable (such as fire or flooding), Shildaig Croft will refund all monies paid. We cannot however pay any compensation or expenses as a consequence of such an event.
11. Pets are very welcome at Glenview as long as they are well behaved and do not damage the property. We ask Guests wishing to take pets on holiday to abide by the following rules:
  - Dogs must be under strict control at all times while in the property.
  - Any fouling of lawns etc. must be cleared up without delay.
  - Dogs must not be allowed upstairs or on sofas or chairs.
  - Dog owners must ensure that their pets are free from parasites and fleas before they occupy the property. Failure to do so will incur subsequent charges.
12. The Holidaymakers shall keep the Property and all furniture, fixtures, fittings and effects in or on 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. The Holidaymaker must report and pay to Shildaig Croft the cost of any damage or breakages made during their holiday occupancy.
13. Smoking: We understand that some of you like to smoke but please understand that there are others who do not. Smoke makes the place smell terrible and we respectfully ask you not to smoke in the house. There is a large amount of open space outside for those who wish to enjoy a smoke. Shildaig Croft reserves the right to make a charge where guests have contravened the request for the property to be smoke free.

14. The Holidaymakers right to occupy the Property may be forfeited without compensation if:-
- More people or pets than declared at the time of booking or before the commencement of the holiday to Shildaig Croft attempt to take up occupation.
  - Overnight guests are entertained without the Owners express permission (if you are entertaining one or two friends, of course this is okay but what we are trying to avoid is parties, which will damage the property or at best cause undue wear and tear!).
  - Any activity is undertaken which is illegal, or may cause unreasonable damage, noise, behaviour or disturbance.
  - Smoking within the property.
15. All prices quoted include VAT at current rates.
16. If there are any complaints about the property, or if something is not working, please contact Shildaig Croft or the numbers provided in your welcome letter. 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. In no circumstances will compensation be considered for complaints raised after the holiday has ended when the Holidaymakers have denied the opportunity of investigating the complaint and endeavouring to remedy matters during the holiday.
17. Shildaig Croft or his representative shall be allowed access to the Property at any reasonable time during any holiday occupancy.
18. The Booking Conditions will apply to all confirmed bookings.

I agree to the terms and conditions

Name

Signature

Date