

ARDUAINÉ COTTAGES: Booking Terms

Arduaine Cottages offers smart, comfortable, extremely well appointed accommodation in a much sought after area of Scotland's stunning and dramatic west coast. In order to keep proprietor intervention to a minimum you are requested to adhere to the following.

Before arrival

Please ensure you have read and understood the following (which are also replicated on the booking form) to ensure that no misunderstandings arise after booking.

- a. Bookings are considered firm only when Arduaine Cottages receives a signed booking form and deposit of one third of total cost of hire, or if booked within eight weeks of the start of hire, for the total amount in entirety. If a booking form is not accepted for any reason, the deposit paid will be returned immediately. If accepted, the hirer becomes liable for the full balance of charges, due to be paid eight weeks before the start of hire.
- b. Cancellation must be notified in writing. If occurring up to eight weeks before hire commencement date and the property can be re-let, the deposit will be refunded, less any expenses incurred in re-letting; otherwise, the deposit is forfeited. If the cancellation occurs inside the eight week period, the deposit will be forfeited together with any amount up to the full total of the balance expended in attempting to re-let the property for that period.
- c. Unless the hirer receives written agreement from Arduaine Cottages, the maximum number of people occupying any of the cottages must not exceed that shown in the brochure and in each specific case *must be no greater than the number shown on the booking form*. Arduaine Cottages reserves the right to refuse admittance and may terminate the booking at any time after arrival if this condition is not strictly observed since such action shall be deemed breach of contract.
- d. Arduaine Cottages welcomes pets, but requires that they are not left unattended. Any breakages or damages resultant from accidents or habitation involving pets must be paid for, including scratches to and tears in furnishings (washable covers are available in all cottages to help reduce problems with furnishings).
- e. The person who signs the booking form will be the person held responsible for the condition of the property which includes the garden, grounds and the property's entire contents during the period of hire.
- f. The owner, and her representatives, reserve the right at their sole discretion to refuse or revoke any bookings from parties deemed to be unsuitable.

Upon arrival and whilst in residence

We hope your time at the Arduaine Cottages will be highly enjoyable. The following simple rules will help ensure this is the case both for your stay and for the guests that follow you in to the Cottage.

- g. Please check all items listed on the inventory are present and report any deficiencies asap in person or by phone.
- h. Smoking is not currently prohibited in the Cottages although it is requested that it is restricted as far as possible. A charge of £25 may be made for removing any residual smell of smoke from Cottage furnishings.

- i. Insurance regulations forbid the use of candles. Battery operated lamps are provided in each Cottage for use only in the event of an emergency.
- j. Although you are on holiday, your neighbours in the small hamlet of Arduaine may not be, so please be respectful regarding noise outside the properties after 10pm.
- k. Please be considerate of floor coverings in the Cottages by removing walking/Wellington boots inside the entrance to your cottage.
- l. Accidents do happen; we fully realise that furniture and crockery can break! Please report breakages or any faults as soon as they occur so that replacements/repairs can be arranged as soon as possible.
- m. It is a condition of hire that the property and its contents will be left in a clean and tidy condition. The hirer will make good any damage or loss which should be reported to the owner as soon as possible. Any mess left by pets must be cleared *immediately*, with a thorough check of the gardens made before departure.
- n. NB. Where use of the barbeque has been requested, such use is entirely at guests' own risk. By using the barbeque, the hirer denotes acceptance of full responsibility for thorough cleaning of all barbeque grills and utensils. No responsibility will be taken by Arduaine Cottages for any eventuality resulting from use of the barbeque, including any and all damage to Arduaine Cottages' property, which must be paid for.

Before departure.

You are requested to:

- o. Please leave your cottage as you would wish to find it.
- p. Check all items listed on the inventory are present.
- q. Strip all used bedding from the beds (except for pillow protectors and mattress covers) and leave together in one room.
- r. Please check *all* towels and kitchen cloths are accounted for and left with the bed linen (a charge of £10 per item will be applied for any missing bath towels, oven gloves, etc).
- s. Ensure all heaters are turned off and (in the Chalet) the immersion heater.
- t. Ensure all windows are closed.
- u. Ensure all perishable food products are disposed of.
- v. Ensure barbeque grills and utensils are thoroughly cleaned (else a £10 charge will be levied).
- w. Perform a *thorough* check of the gardens before departure for any mess left by pets. (Remember there may be young children playing in the gardens later on the day of your departure and therefore this action is an imperative.)
- x. Contact proprietor before departure for handover of keys and settlement on extras.