

# Glen Gravir Cottage, Isle of Lewis

## Terms & Conditions

### 1. Making a Booking

Please contact us to check availability of the property. Booking is confirmed once booking form is returned with a deposit of 25%. Balance of payment is to be made 4 weeks prior to arrival date. All bookings will be held for seven days pending receipt of deposit and booking form.

### 2. Arrivals & Departures

The property will be ready for you by 3pm on arrival date and should be vacated by 10.30am on departure day. Keys are issued on arrival at Glen Gravir Cottage.

### 3. Prices include

Linen and towels.

### 4. Cleaning

The property should be left clean and tidy on departure and any damages must be reported prior to departure. Property left in a dirty or inappropriate manner may result in an additional cleaning surcharge.

### 5. Smoking

No smoking on premises

### 6. Pets

Pets are allowed on premises but must be kept under strict control. Pets are not allowed in sleeping areas.

### 7. Damages

All damages and losses will be charged in full.

### 8. Occupancy

The occupancy should not extend beyond the number stated on the booking form.

### 9. Length of Stay

The property is available for weekly lets, running from Saturday to Saturday.

### 10. Holiday Protection

To minimise the cost and inconvenience of cancelled bookings and loss or damage to personal effects, we would strongly advise you to take out holiday insurance. You may have to forfeit the full cost of your holiday in certain circumstances and the proprietor is not responsible for any loss, damage to personal effects or injury to persons not caused through the fault of the proprietor.

### 11. Cancellation

All cancellation requests should be made as early as possible and confirmed in writing within five days. We will endeavour to re-let the booking and if successful will reimburse in full. We do however recommend that you take out insurance to cover the costs of cancellations. If cancellation is made more than four weeks prior to arrival your deposit will be forfeited and if less than four weeks you will be liable to pay the full cost of rental.

### 12. Restriction on Rental

We reserve the right to remove person or persons from the property due to unreasonable behaviour, damage to the property or exceeding the stated occupancy. In this case refund will be at the discretion of the owners.

### 13. Adverse travel conditions

Where there are ferry/plane disruptions due to bad weather conditions or any form of industrial action, we cannot be held responsible for non-arrival at the property and no refund will be given.

### 14. Availability

Each booking is made in good faith with the belief that the property will be available to the tenant on the date stated. If for any reason due to circumstances beyond our control, the property is not available we are unable to guarantee provision of alternative accommodation. In the event of this happening the deposit and balance will be refunded in full. The tenant will have no further claim against the proprietor. To improve the facilities within the property the proprietors reserve the right to alter or amend the facilities made available.