

## TERMS & CONDITIONS

### Confirmation of Booking

For all bookings a deposit of 30% is required with the full completed booking form, with the balance to be paid 4 weeks prior to your holiday.

For bookings within 6 weeks full payment is required.

The deposit reserves your holiday, which is confirmed on receipt of full payment. We reserve the right to cancel a booking if full payment is not made by the due date. The deposit made on the booking is non-refundable.

The person making the booking must accompany the party and be over 21.

### Arrivals & Departures

Arrival time is from 3pm and departure is by 10am on the final day.

### Towels & Bedding

Bedding, bath towels and tea towels are provided.

### Booking Cancellation

If for any reason you need to cancel your booking, please let us know immediately. You will remain liable for full payment if you cancel within 6 weeks of your holiday start date. We will do our best to re-let the property for your holiday dates and if we are able to do so we will be able to offer you a refund. Your deposit is non-refundable unless we are able to arrange another booking. If the property is not available due to any event

beyond our control, such as fire, storm, Gov restrictions etc, all monies paid will be refunded in full. We cannot accept any liability for any further claim.

### Holiday Insurance

We advise that you arrange holiday insurance for your stay that includes cover for cancellation and your personal property.

### Occupancy / Group Bookings

Dunlin will sleep 6 people (plus an infant in a travel cot). This maximum occupancy must not be exceeded unless prior arrangement has been given in writing. Only the people included on the booking form are able to stay overnight at the property. Adult only group bookings are at the discretion of the owners of Dunlin.

### Owners Rights

We reserve the right to enter the property for urgent repairs or maintenance where it is unavoidable to enter when occupied. A window cleaner or gardener may visit the external area of the property. Payment to the window cleaner or gardener is made direct by the owners of Dunlin.

## T&C'S CONTINUED

### Your Responsibilities

You are responsible for the property and are expected to take reasonable care of it. The property must be left clean and tidy and all equipment and utensils must be clean and put away at the end of your holiday. All furniture must be returned to the place in which it was found at the start of your holiday. The property is in a residential area. Please be considerate and do not cause any nuisance to our neighbors.

### Smoking

Smoking is not permitted within the property.

### Pets

Pets are not permitted at the property.

### Parking

There is off-street parking for two to three cars on the shingle driveway. All parking is at your own risk.

### Items Left Behind

In the event that you leave something behind at the property then please let us know straight away and we will do our very best to find it. However please do check the property carefully before leaving as we often find items are left behind.

### Liability

No responsibility can be accepted for injury, loss or damage to guests or their belongings whilst making use of the accommodation, unless it is proven to have been caused by our negligence.

We cannot accept responsibility for any events outside our reasonable control, such as breakdown of appliances, plumbing etc.

If there is a problem, please contact us during your holiday so that we can try and resolve it.

### Complaints Procedure

In the unlikely event of a problem, please contact us immediately to enable any issues to be resolved. We cannot consider any complaints where we have not been given an opportunity to investigate the complaint and to endeavor to put matters right during your holiday stay.

Please note that no correspondence can be entered into concerning complaints made upon departure or after your return home.

### Confirmation of T&C's

Payment of deposit is confirmation that you accept these terms and conditions.