

## **Glenview Terms and Conditions**

### **1. Booking**

It is always best to make a telephone or email reservation first. To confirm send one third of the total cost as a deposit with a completed booking form, to arrive within seven days of the call. The balance is due one month prior to your stay. Bookings made four weeks or less before the arrival date must be accompanied by the full holiday price.

### **2. Cancellation**

Any cancellation must be made in writing. In the event of cancellation the following charges will apply. Over 60 days notice prior to first day of stay full deposit, 30-59 days 50% of holiday cost, 15-29 days, 75% of holiday cost, 0-14 days, total cost of holiday. We strongly recommend you take your own travel insurance.

### **3. Unavailability**

In the unlikely event that the cottage is not available due to circumstances beyond our control we will refund any monies received from you. No further financial claims will be considered.

### **4. Arrival & Departure**

Please notify us in advance of your arrival time. The cottage will be available from 4.00 pm and must be vacated by 10.00 am on the day of departure. For out of season booking other times can be

arranged prior to your stay. Any significant delay in arrival should be notified to us in order that arrangements can be made for entry into accommodation. We reserve the right to make a charge of £25 per hour if any member of your party does not leave the cottage by

the arranged departure time.

### **5. Numbers**

The number of occupants must not exceed 6. Breach of this rule will terminate the contract without recompense to the client.

### **6. Brochure & Website**

We have done our best to ensure that the details are accurate, however we do reserve the right to make modifications if necessary.

### **7. Access**

We reserve the right of access to the cottage at any reasonable time during your stay for the purposes of inspection or to carry out repairs or maintenance. Prior notice will be given to the guest wherever possible and privacy will be respected at all times.

#### 8. Smoking

There is to be no Smoking inside the house at Glenview.

#### 8. Pets

Unfortunately we are unable to accommodate pets at Glenview.

#### 9. Cleaning/Damages

The cottage will be left in a clean and tidy condition, if there are any breakages or damage caused by a member of your party, we must be told prior to departure. Full payment is required for the actual replacement or repair. Cleaning can be arranged for an extra charge if required, at a cost of £45.

#### 10. Liability

No liability shall be accepted by us or employees for loss, damage or theft of personal property belonging to guests, either in the cottage or in/to cars, bicycles or other vehicles left on the property. Nor shall liability be accepted by us for accident or injury to guests either within the property or outside.

#### 11. Complaints

Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty or is missing within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire. Complaints cannot be rectified after departure.

#### 12. Acceptance of conditions.

By making a booking you are undertaking to accept these conditions, not only for yourself but also for members of your party.