



BOOKING TERMS AND CONDITIONS

1. Making a booking

- (a) Bookings are accepted following confirmation of the booking together with payment of the deposit of £100.
- (b) The balance is payable six weeks before arrival.
- (c) For bookings made less than six weeks before arrival, full payment is required at the time of booking
- (d) The deposit is non-refundable if the booking is cancelled unless the time is re-let, when an administration fee of £25 will be retained.
- (e) The contract of let is between you and Angus and Teresa McGhie, the owners of Auld Orwell.

2. Payments.

Any payments may be made by using the links on the booking form; by direct payments to our bank account; by card payment by phoning Stein Inn 01470 592362; or by using the secure server on our main web site at www.stein-inn.co.uk/payment/payment.php

3. Cancellation

If you wish to cancel your booking then you must notify us as soon as possible, which must be confirmed in writing or by email.

If a cancellation is made prior to the balance being paid, then the deposit will not be refunded unless the time is re-let, when an administration fee of £25 will be retained.

If the cancellation is made after the balance has been paid then the monies will **not** be refunded unless the time is re-let when an administration fee of £25 will be retained.

You are strongly advised to have insurance to cover this possibility.

4. Arrival and Departure

Auld Orwell will be available for your arrival from 4pm and we expect you to depart by 10.30am unless by prior arrangement. There is a safe key at the property, the combination for which will be sent once the balance has been paid.

5. Your Obligations

You agree :-

- (a) to vacate the property by 10.30am
- (b) to pay for any losses or damages to the property, caused by you or a member of your party (reasonable wear and tear accepted);
- (c) to report any significant damages or breakages immediately, and any minor damages on departure;
- (d) to take good care of the property, furniture and fittings and leave it in a clean and tidy condition at the end of your holiday, as it was found upon arrival;
- (e) to permit the owners and their staff reasonable access to the property for the purpose of inspection or to carry out necessary repairs, etc;
- (f) not to exceed the total number of people in the original booking unless otherwise agreed.
- (g) not to smoke within the property.
- (h) to ensure the property is not left unlocked, and when departing, ensure that the keys are placed in the key safe and that the waterproof cover is replaced.

6. Liability

We hold a normal self-caterers insurance policy with regard to liability which may be viewed if requested.

7. Non-availability of Property

If for any reason beyond our control the property is not available on the date booked, or the property becomes unsuitable for use, all payments will be refunded in full due to the cancellation of the booking. As much notice of cancellation will be given as possible and where it is less than 6 weeks notice we will attempt to find a local alternative for you, but this cannot be guaranteed.

8. Pets

A maximum of 2 pets is permitted on the premises and should be declared at booking. A one off fee of £10 is due per booking.

Pets are not permitted on the furniture or bedding. Any damage caused by them should be declared or replaced.

It is your responsibility to ensure your pets do not cause a disturbance and that you have cleared up after them. Please be aware that the property is in a crofting/farming community and that you respect the country code.

9. Complaints

All complaints must be notified to us as soon as reasonably possible to allow for the opportunity of making good.

10. Linen, Power, Fuel & Internet

Linen and towels are provided for you. Arrangements will be made for changes for bookings of more than 1 week.

All power and internet connectivity are provided as part of your rental fee.

Guests should be aware that internet reception in this part of Skye is not very fast and indeed at times may not be reliable. We cannot be held responsible for problems out with our control.

A starter pack for the open fire is also provided (enough for a few fires) but thereafter it is your responsibility.

11. Phone

There is no mobile phone reception at the property. There is reception further on in Waternish, where there is a clear view towards Glendale. We therefore provide a phone for use in emergencies or for receiving calls (01470 592711)

Please do not abuse this service. We are capable of checking usage and reserve the right to make a charge if abused.

12. Data and Privacy

We reserve the right to retain your information for future use by us to inform you about news and information we think may be of interest to you. The data will not be given to a third party. By booking with us you are deemed to have consented to the use of your data in this way.

Angus and Teresa McGhie

April 2017