

No.7 Barns Terrace

+44 (0) 1292 264255
+44 (0) 7836 561785
hello@no7barnsterrace.co.uk

Terms & Conditions – No 7 Barns Terrace, AYR KA7 2DB

1. *AVAILABILITY* – The booking is made on the understanding that we will make the accommodation and amenities available to you on the dates stated. Should this not be possible due to events beyond our control we will endeavour to provide alternative accommodation. Should no other accommodation be available to you at that time we will offer you alternative dates or refund of your accommodation rental, but you will have no other claim or remedy against us.

2. *METHOD OF PAYMENT* – payment shall be made by cheque, made payable to Fiona De Lee, or electronic bank transfer.

3. *PAYMENT* - A non-refundable deposit of 25% of the total rental is payable to secure a booking; the remainder will be paid six weeks before arrival.

4. *SECURITY DEPOSIT* – A refundable sum of £200 will be included in the main payment for your holiday and will be refunded to you within 7 working days of your departure, provided all is in order, there is no damage etc and no extra cleaning costs incurred during the stay.

This deposit does not limit the Guest's liability to the Owner. If you have any questions regarding the security deposit, please call Fiona on 07836 561785

5. *CANCELLATION* – In the event of cancellation the deposit is non returnable and the following scale of charges will apply;

Up to 6 weeks – deposit only

*Within 6 weeks:
Christmas & New Year weeks – 100% of total holiday costs.*

All other weeks:

6-2 weeks – 50% of total holiday cost

2-0 weeks – 100% of total holiday cost

At the discretion of the owners, full refunds shall be made if the property is re-let for the period concerned.

All cancellations must be notified in writing by the Guest and received by the Owner before the cancellation charges are confirmed. We strongly recommend that you take out holiday insurance which includes cancellation expenses.

6. *KEYS* – We will endeavour to meet you at No 7 Barns Terrace to hand over the keys and show you round but if we are not available key collection is at the Glenpark Hotel (which is at the end of the Terrace). It is the key holder's responsibility to meet up with the remainder of the party. 2 keys are issued per booking. Both keys must be returned, failing which the Guest will be liable for the cost of replacement - £20.00 per key.

7. *TIMES* – On the day of arrival occupation can be expected by 4pm but not guaranteed. On the day of departure accommodation must be vacated by 10:00am. Upon request, we may be able to allow Guests to arrive earlier, or stay later, provided there are no departing or incoming Guests on the day concerned, and subject to this being acceptable to the cleaning company.

8. *PARKING* – Space is available for 2 cars immediately outside the house with further parking available in nearby streets. Please respect the safety and privacy of the neighbours in the Terrace by driving slowly and parking only in the area immediately outside No 7 Barns Terrace.

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9. *LATE –ARRIVAL - Please notify us if you intend to arrive after 7pm.*

10. *OCCUPANCY – Only those persons listed on the booking form may occupy the accommodation. If this condition is breached then we have the right to terminate, vary or reallocate the accommodation where all material facts are not disclosed. If the Guest alters the confirmed arrangements an amendment fee will be charged. Any unauthorised extension of stay will be charged at the full daily rate. The accommodation may not be sub-let.*

11. *LINEN – Duvet covers, pillowcases, fitted sheets and towels are supplied for maximum occupancy of 8 people.*

12. *COT & HIGH CHAIR – These will be provided free of charge but must be requested at the time of booking.*

13. *CARE – Guests are asked to respect the private ownership of the property and leave the accommodation and its contents clean and tidy when they are vacating. If excessive cleaning is required then guests will be liable for any excess charges from the cleaning company.*

14. *DAMAGES – Guests cooperation is sought in the reporting of any damages in order to quickly make the necessary repairs/ replacements. Please report any damages or breakage of the fittings, utensils, crockery or cutlery to the Owner. We obviously allow accidental damage ie: broken glasses, mugs etc.*

15. *Blue-Tac or other adhesive products must not be used on walls.*

16. *BBQ should be cleaned after use.*

17. *SMOKING - No 7 Barns Terrace is a non-smoking house. There is an outdoor area for smokers. Please use the ashtrays provided for cigarette ends.*

18. *CANDLES – Due to the high fire risk candles are not permitted in the property.*

19. *PETS – Well behaved dogs are permitted only if they are healthy, house-trained and kept under control at all times. You must bring your pet's basket, as they are welcome on the strict understanding that they must not lie on bedding or chairs. They should not be left unattended in the house and dogs must be kept on a lead and prohibited from fouling all areas around the accommodation, if this occurs then the fouling must be cleaned up or a separate charge will apply.*

20. *RESPONSIBILITY – The person who makes the booking accepts liability for the behaviour of all party members and for ensuring that the conditions of hire are adhered to, for loss or damage to the accommodation and its contents.*

21. *AGE LIMIT – The House cannot be rented to persons under eighteen.*

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22. *PERSONAL EFFECTS* – We will not be held responsible for the loss or damage to personal property of Guests. Vehicles, their accessories and contents are left at your own risk.

23. *ACCIDENTS* – We will not be held responsible for any injury or death. All our Guests are encouraged to have adequate property insurance for their holiday.

24. *DISSATISFACTION* – If for any reason the accommodation is unsatisfactory please notify us within 2 hours of arrival so that the appropriate action can be taken. We cannot accept subsequent claims for shortcomings not notified. The Owner may inspect the property at any time during the rental period.

25. *DELAYS* – No liability can be accepted should adverse weather conditions delay your travel plans.

26. *RENT ACT* – The booking agreement confers a right to occupy the accommodation for the period agreed for holiday purposes only. The terms of rent are excluded.

27. The Owner shall not be responsible for any malfunction of the WIFI router, television or Free-Sat satellite boxes.

28. The Owner shall not be liable to the Client:- for any temporary defect or stoppage in the

supply of public services to the Property, nor in the respect of any equipment, plant, machinery or appliances failure in the Property or garden, for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters, beyond the control of the Owner, or for any loss, damage or inconvenience caused to or suffered by the Client if the Property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Owner shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.

GENERAL

1. Visitors to the House should conduct themselves in order and courteous manner. The owners or caretakers reserve the right, at their sole discretion, to remove any person(s) acting in a manner likely to be detrimental to the enjoyment of any other person(s).

2. Amplified music or general excessive noise is not permitted in the external and garden areas.

3. Occasionally circumstances arise over which we have no control, making it necessary to alter, remove or delete facilities or amenities without prior notice.

4. Payment of the security deposit will be deemed as acceptance of the above Terms & Conditions.