

TERMS AND CONDITIONS OF BOOKING

GENERAL

Island Holiday Cottages (will be referred to hereinafter as "the Agent" or "IHC"), act only as Agents for the owners (which will be referred to hereinafter as "the Owners") of the property.

DEPOSITS

A non refundable deposit of £100 per week is required at the time of booking. Provisional bookings will be held for a period of 7 days only pending receipt of the deposit/full payment. After this time bookings will automatically be cancelled without referring to the customer.

- ? The balance is to be paid 2 months before the start of the holiday. The owner reserves the right to re-let the property if the balance is not paid by the date required.
- ? In the event of cancellation of your booking less than 2 months before your holiday the balance cannot be refunded.
- ? The number of people booked cannot be exceeded without prior consent.
- ? There will be a £10 charge per dog for pet friendly properties.

METHOD OF PAYMENT

If the holiday has not been booked online and the deposit paid for through paypal then payment may be made by cheque, credit/debit card. Cheques should be made payable to Island Holiday Cottages. In no circumstances are post dated cheques acceptable. Any charge raised against us by our Bank for handling dishonoured cheques will be passed on to the applicant. In addition, payments from abroad may by arrangement with the office and be paid by bank internal transfer provided the payment also includes any bank charges.

CANCELLATION

It is the customer's responsibility to take out relevant holiday insurance to cover against any events arising causing cancellation of their holiday. In the event of cancellation of your booking less than 2 months before your holiday the balance cannot be refunded. The holiday maker remains responsible for the entire cost for the period of the holiday, plus the cost of any additional advertising which may be necessary.

NON AVAILABILITY OF PROPERTY

If for any reason beyond the owners/agents control, the property is not available on the date booked, or the property is unsuitable for letting, we will offer you alternative accommodation of at least equal standard (if possible). Should this not be possible, or meet with your approval, all monies will be returned in full and we shall not be under any other liability.

HOLIDAY MAKER' S OBLIGATIONS

The holiday maker agrees:

- ? To pay for all gas, electricity, fuel and telephone charges incurred during the tenancy where these services are not included in the rental.
- ? To pay for any losses or damages to the property and contents however caused, reasonable wear and tear excluded. Breakages should be reported as soon as possible.
- ? To permit the owners and Agents reasonable access to the property.
- ? Not to cause any annoyance or become a nuisance to occupants of adjoining premises.
- ? The holidaymaker shall not sublet the said holiday accommodation or any part thereof.
- ? At the end of their holiday, the holidaymaker binds and obliges himself or herself to vacate the said holiday accommodation without demand

ARRIVAL / DEPARTURE TIMES

Properties are available from 4.00pm on the scheduled changeover day. Departure time is 10am prompt.

LINEN

Sheets, pillowcases, duvet covers and towels are provided in most of our properties - see individual property profile for confirmation of this.

NURSERY EQUIPMENT

You will note some owners provide cots and highchairs - see individual property profiles regarding this requirement. Linen is not usually provided for cots.

We encourage the holidaymaker to check the equipment is up to standard prior to use.

RESPONSIBILITY

- ? At no time during the period of any bookings may parents or guardians leave children or young teenagers at any property on their own either during the day or overnight
- ? On arrival at any property it is the parent's responsibility to carry out a risk assessment of the buildings and surrounding areas identifying any potential issues of safety for their children.
- ? The signatory of a booking request does so on behalf of all persons who will occupy the property during the period stated.
- ? All members of the party must be aware of and accept the booking terms and conditions.
- ? Any breach will result in immediate termination of the booking without refund.

NUMBERS

The web site detail clearly states the maximum number of occupants permitted and exceeding this number constitutes a breach of contract. Under no circumstances may tents be erected in gardens and used as additional sleeping space. No tents should be erected at any of our properties for any purpose without prior agreement with the Owner

PETS

The web site detail clearly indicates those properties where pets are permitted. Owners will accept pets at these properties on condition that

- ? No animal is left unattended at the property at any time,
- ? Animals are kept under strict control within the curtilage of the property and are not allowed to climb on the furniture
- ? Any mess is cleared from the garden on your departure.
- ? Where a property states "no pets" this does not deem it "pet free" as the owners may, themselves have pets.
- ? A charge of between £10 per pet, per booking, per week will be made for pets.

CLEANING

Tenants are required to leave the property they have rented in a clean and tidy condition. All rubbish in wheelie bin, dishwasher emptied, used beds stripped and fires cleaned out if necessary. If a property is not left clean and tidy, any additional cleaning costs will be charged to the outgoing tenants.

SMOKING

All our properties are non smoking. All remnants from smoking outside the property should be cleaned on departure.

VEHICLES

Your vehicles and their accessories and contents are left entirely at own risk.

SPECIFICS/APPLIANCES

The agents IHC do not accept responsibility for changes to specifications during the year. If any item is particularly important to you, please check when booking. In the unlikely event that an appliance breaks down, please report this to the agent/owner/caretaker immediately, so that we can get the matter rectified as soon as possible. Should we be unable to sort the matter immediately (i.e. a part needs to be ordered), the tenants shall have no claim against the owner/agent/caretaker.

LOST PROPERTY

Please ensure that you check your property thoroughly before departure for any items that you may have left behind. There is a £10 (minimum) postage and handling fee for the return of left belongings.

LIABILITY

The Agents do not accept liability for any act, neglect or default on the part of the owners or any other person not within their employ, nor for any accident, damage, loss, injury, expense or inconvenience whether to person or property which the holiday maker or any other person may suffer or incur arising out or in anyway connected with the letting.

AMENITIES

The use of any amenities, where offered, such as swimming pools, bicycles, boats, barbeques, trampolines etc is entirely at the user's risk and no responsibility can be accepted by the Owner for any death or personal injury (save to the extent that such death or personal injury was caused by the negligence of the Owner). No liability for any other loss or damage in connection with the use of such amenities is accepted.

DISSATISFACTION

We work very hard with all property owners to ensure that you will have an enjoyable holiday. However, in the unlikely event that you are dissatisfied with your accommodation, then it is very important that you register this straight away with the owner or caretaker and do not wait until you return home, when the chance of actively helping you has passed. Even if you think nothing could be done to make your situation better, you must say something while you are on holiday.

COMPLAINTS

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any cause for complaint the Owner and IHC are anxious that remedial action is taken as soon as possible. It is essential that you contact the Owner or his/her representative immediately if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless the Owner is promptly notified. Discussion of any criticisms with the Owner or his/her representative whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the property) cannot possibly be investigated unless registered whilst you are in residence. If you cannot make contact with the Owner or his/her representative, or if you remain unhappy with their response, you should immediately telephone IHC on 01688 302251 and leave a message if out with office hours, 9am till 5.30pm weekdays. If, after this, you feel that the problem has not been resolved to your satisfaction, then the party leader must, within 30 days of returning from your holiday rental, put your complaint in writing to IHC. This will then be passed on to the Owner. Send your letter by recorded delivery to the IHC's Office at Island Holiday Cottages, Baliscate House, Tobermory, Isle of Mull, Argyll PA75 6QA. This procedure is designed to ensure the speediest possible investigation and rectification of complaints. Please help the Owner and IHC to help you by following this procedure. If you fail to do so, this may affect your entitlement to claim compensation where this would or may otherwise have been appropriate. As IHC acts only as an agent for the Owner, IHC cannot accept any liability for your property. Any assistance provided in resolving a complaint in relation to your booking is provided on a goodwill basis and in our capacity as agent only.

PREVIOUS WEB SITES

This web site and these booking conditions cancel all previous issues. Some properties on the website www.islandholidaycottages.com maybe advertised on other websites and magazines, the conditions for your booking made through IHC are as per the Island Holiday Cottages website.

TERMINATION

We reserve the right to refuse or terminate (without refund) any booking where we consider there to be a breach of contract of our terms and conditions.