

TERMS AND CONDITIONS - MILLPOND COTTAGE, KILDONAN FARM COTTAGES, KILDONAN, ISLE OF ARRAN, KA278SD

When you make a reservation through this website, your contract is with Kildonan Farm Cottages (the Owner) and is subject to these terms and conditions and any other terms and conditions set out in the booking. Your contract commences when we send you an email confirmation of your booking request.

To complete your booking a payment of 50% deposit of the balance is required, this is payable by bank transfer, payment must be received within one week of provisional booking or the booking will be considered cancelled.

Once your booking has been received the deposit will not be refundable. The date by which the Owner needs to receive the balance is clearly stated in the confirmation of the booking. If a booking is made less than four weeks before the start of the booking then payment in full is required on booking. Should you cancel your booking within four weeks of your arrival date we will be unable to refund the balance unless we can re-let the accommodation. The Owner has the right to offer cancellations at a reduced rate.

If we have to cancel a booking due to exceptional circumstances beyond our control then notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. We do not accept any further liability.

Please take good care of the Property and its contents and leave the Property and its contents in a clean and tidy condition; please inform the Owner of any damage or breakages and pay the Owner at the end of your stay for any breakages or damage to the Property and its contents (reasonable wear and tear excluded) Do not use the Property for any purpose other than that of a private holiday residence; do not alter the Property or its contents or remove any contents from the Property; please return all sets of keys for the Property to the Owner on departure. Do not use any flammable materials, fireworks or candles in the Property; keep the Property secure during the booking; and comply with any specific conditions and restrictions relating to the Property.

No smoking is allowed in or around the premises.

Dogs are permitted in the accommodation by arrangement with the Owners and on the following conditions. When out of the accommodation garden dogs must be under close control of a responsible adult, particularly around our free range poultry and other farm animals in the area. Please clear up after your dog promptly, whether in the garden or around the property and dispose of bagged waste in an exterior bin. Dogs are not permitted on the soft furniture or beds unless a suitable throw brought to the Property by the dog owner is used.

Your accommodation will be ready for you from 4:00pm on the day of your arrival and you should check out no later than 10:00am on your day of departure. The keys can be picked up from Kildonan Farm House. Please confirm your expected time of arrival.

The occupancy of the property should not exceed the number stated on the booking form. The Owner reserves the right to terminate a booking at any time if the actions of guests are deemed detrimental to the property or comfort of others through unacceptable behaviour. In such circumstances no refunds will be made.

Whilst respecting your privacy, the Owner reserves the right to access the property if necessary, for repairs and emergencies.

We highly recommend that all guests take out comprehensive travel insurance at the time of booking to cover all unforeseen cancellations, including ferry disruptions.

As your accommodation has a wood-burning stove, you must comply with the instructions found in the welcome pack, particularly regarding the appropriate fuel to use for your safety.

The Owner cannot accept liability for any accidents or injury to occupants or their property during their stay. Guests using our car parking area do so at their own risk. We do not accept responsibility for any loss or damage to vehicles or their contents.

Covid19 Policy

If guests cannot go on their holiday due to a **legal restriction** from any of the UK's governments then the guests will have the option to transfer their dates to another time or get a full refund for the amount they have paid.

If a guest chooses not to go on their holiday due to **guidance** from any of the UK's governments then they can request a transfer of their dates, in the case of government guidance, a full refund may not be possible.

Where possible, we are asking guests to please consider transferring their booking to a later date if they cannot, or do not wish to travel.

If in the unlikely event you or anyone in your party contract Covid 19 while on holiday you will be required to self isolate. You can continue to self isolate for the duration of your booked holiday, after which you would be required to pay the additional costs to extended your stay.

If the guests booked directly before your holiday commences have contracted Covid 19 we may be required to cancel your booking at short notice so they can

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self isolate in the property and to allow time for the property to deep cleaned. In this case a full refund will be given.

We highly recommend that all guests take out comprehensive travel insurance at the time of booking to cover all unforeseen cancellations or costs related to Covid19.