

## Booking Form

Full Name				
Address				
	Postcode			
Telephone				
Email				
Booking	2	3 - 4	5 -6	
Please indicate how many adults and children				
Rooms required	Double	Twin	Single (upstairs)	Single (downstairs)
Any Special Requirements				
Arrival Date			Estimated arrival time (from 4pm)	
Departure Date			Departure by 10am	
Where did you find us?	Website <input type="checkbox"/> Recommended <input type="checkbox"/> Internet search <input type="checkbox"/>  Other <input type="checkbox"/>  Please provide further information e.g. website, search words, other.			
Total Cost				
Deposit (30%)				
Balance to pay (8 weeks prior to arrival)				
I have read and understand the terms and conditions and agree to abide by them				
Signed			Date	

Please complete and return booking form to: **Diane Hodge, Martnaham Lodge, By Ayr, KA6 6ES**  
 Or scan completed form and email to: **info@swanbothy.com**

# Terms & Conditions

## Insurance

1. We the owners accept no responsibility for personal injury to the guest/s or loss of or consequential loss or damage to their property or for any other matters over which the owner has no control.
2. We recommend that you obtain adequate insurance cover for your stay, we are not responsible for your holiday insurance and we recommend that you purchase cancellation insurance.

## Bookings and cancellations

1. Bookings cannot be accepted by any persons under the age of 18.
2. A deposit of 30% of your holiday cost must accompany your booking form within 7 days to secure booking.
3. No bookings are valid until confirmed by the owner by email.
4. Your deposit is a non-refundable booking fee. You can pay the full cost of your holiday at this point but full payment must be received 8 weeks prior to your arrival date.
5. If the balance of the holiday is not paid at the agreed date, your booking will be cancelled and we will retain your deposit.
6. If you cancel your holiday you will lose your deposit. If you cancel your holiday less than 8 weeks before your arrival we will retain the deposit and the rental. Should we secure a booking for the period cancelled we will provide you with a refund less the deposit.
7. We would not expect to make any changes to your booking, in the case that we require to amend or cancel your holiday we will contact you as soon as possible. Should we cancel or amend your booking we will refund the balance of any money you have paid us.
8. Any guest requiring a booking to be altered once the booking has been confirmed will be charged £20.00 if a revised confirmation is required.

## Arrival and Departure

1. You can arrive at your accommodation from 4pm onwards on the arrival date and you must leave by 10am on your departure date.
2. If your arrival is delayed you must contact the person who's details are given on our booking confirmation so that alternative arrangements can be made.

## Your Obligations

1. You agree to keep and leave the property, kitchen equipment, crockery, glasses, bedding and towels clean and in good condition.
2. You must report and pay the owner the cost of any damages or breakages made during your occupancy.
3. The owners reserve the right to make a charge where guests have contravened an owners request for their property to be smoke free. (In order to comply with the Unfair Terms in Consumer Contracts Regulations 1999 the amount of such a charge should not be more than the cost of the cleaning)
4. You agree not to cause any damage to any walls, doors or windows of the property nor do anything that may be reasonably considered to be a nuisance or annoyance to us or any other neighbouring properties.
5. You agree to take all necessary steps to safeguard your personal property.
6. You cannot allow more people to stay in the property than expressly authorised, nor can you significantly change the makeup of your party in the property, nor can you take any pets into the property. If you do so we can refuse to hand over the property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.
7. You agree to allow us or any representative of ours access to the property at any reasonable time during your stay for the purpose of essential repairs.

## Car Parking

1. There is room to park 3 cars. Cars should park at the side of the house, not the front.
2. Cars must not park on the grass
3. Please note there is a maximum speed limit of 10 miles per hour.

## Hot Tub

1. Specific instructions for use of the hot tub must be adhered to, failure to do so will result in the reduction of the full enjoyment that this equipment can provide.
2. If it is deemed that the equipment has not been used in relation to the specific guidelines provided within the property then a cost will be incurred for cleaning and maintenance.
3. No glasses are permitted on the hot tub itself. Plastic glasses are provided. Should any broken glass be found in or near the hot tub it will be assumed that the hot tub may be glass contaminated and this will require a full overhaul of the hot tub and its components.