

| | | | | |
|--|--|---------------|-----------------|-----------------------------------|
| Full Name | | | | |
| Address | | | | |
| | Postcode | | | |
| Telephone | | | | |
| Email | | | | |
| Booking | 2 | 3 - 4 | 5 -6 | 7 |
| Please indicate how many adults and children | Adults | | | |
| | Children | | | |
| Rooms required | Double Upstairs | Twin Upstairs | Single Upstairs | Double Downstairs |
| Guest Names | | | | |
| Arrival Date | | | | Estimated arrival time (from 4pm) |
| Departure Date | | | | |
| 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

Booking Terms and 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 whose 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 owner's 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 glass objects (bottles or glassware) are permitted in or near the vicinity of the hot tub. 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. This will result in a substantial reduction in your security deposit.
4. Please note that whilst we endeavour to have the hot tub ready for you on your arrival, this at times may not be possible due to strict cleaning guidelines. Our hot tubs are emptied and refilled after each use.
5. We are not liable for accidents, injuries, or death caused by misuse of our tubs – this includes falling over on wet surfaces or falling in or out of the hot tub, use of drink, drugs etc.

Hot Tub Risk Acknowledgement and Disclaimer

This is an IMPORTANT document: you must read it before signing.

I _____ acknowledge that I am signing this document on behalf of each paying guest and will ensure that each member of my party is aware of and strictly adheres to the guidelines set out below when using the hot tub.

I and all members in my party hereby agree to ensure that any children in my party are supervised at all times when they are within the vicinity of the hot tub. Extreme caution must be taken to ensure that no child under the age of 5 is permitted to enter the hot tub and that children over 5 and under 16 years of age are closely supervised at all times.

We endeavor to have the hot tub ready for you on your arrival, however due to strict cleaning and change of water for each visitor your hot tub may not be at temperature to much later at night.

I and all members of my party understand and agree that:

1. Pregnant ladies must not use the hot tub or you should seek doctor's advice first. Anyone on medication must consult his or her doctor and if you have any health concerns, please consult your doctor before hot tub use.
2. Children between the ages of 5 of 16 are strictly prohibited from using the hot tub without adult supervision.
3. No member of your party should enter the hot tub if they have an infectious disease or open cut/sore.
4. You use the hot tub at your own risk
5. Enter the water with care making sure it is not too hot (test first).
6. At a temperature of 37⁰C or above you should not spend more than 15 minutes in the hot tub.
7. Only use plastic glasses in the hot tub.
8. Do not enter the hot tub with clothes on, suitable swimming attire only.
9. Do not enter the hot tub with shoes on or with any sharp object on your person.
10. Do not dive or jump into the hot tub.
11. Do not sit on the hot tub cover.
12. Do not stand on the hot tub housing.
13. Do not use the hot tub if you are under the influence of drugs or alcohol.
14. No smoking is permitted in and around the tub.
15. Do not eat any food whilst in the hot tub
16. Do not introduce mud, sticks, stones, etc. into the hot tub.
17. There must be no more than six people are in the hot tub at any one time.
18. You must ensure the cover is on to retain the heat when not in use.
19. Before using the hot tub please shower and remove, make up, moisturizer, creams etc. Do not add bubble bath, foam bath or washing up liquid of any description.
20. Anyone with fake tan of any description must not use the hot tub.

Your health and well-being is of the utmost importance to us. Our hot tub is thoroughly cleaned prior to your arrival and we use detergent and bacteria killer specifically made for hot tubs – if you would like us to clean the hot tub in your presence. This must be arranged prior to your arrival.

Maintaining the hot tub

The hot tub will be set up and all water tests completed and recorded to ensure the hot tub is safe for you to enter. The instructions below will ensure you maintain the water test levels. The responsibility for safe water levels will then be your responsibility. Please ensure you keep to the guidelines for maintaining chemical levels when using hot tub.

Please use test strips on a regular basis to ensure chemical levels are maintained.

Place test strip in water for 15 - 20 seconds then using the guidelines on the bottle to check all levels

If PH level is low add one capful of PH.

If alkalinity is low add one capful of alkalinity.

If chlorine levels are low add one capful of chlorine.

Turn on jets to circulate for a few minutes then retest.

All chemicals required are available for your use.

A cleaning charge of £85 or a filter replacement charge of £35 may apply if terms and conditions are broken.

If the hot tub breaks down or stops working we will determine the problem as soon as possible after you have reported it to us, and then try to repair or replace it as soon as possible.

Please note that the hot tub is for the use of paying guests only.

! _____ (Print name) agree to the above conditions and agree to maintain the chemical levels of the hot tub as instructed.

Signature _____ Date _____