



Auchavan - Terms & Conditions

Updated 24th February 2023

Booking and Cancellations

A deposit of 50% is required to secure the booking, full payment is due 30 days prior to arrival. Bookings made less than 30 days ahead require immediate full payment.

A £300 refundable good housekeeping deposit is required per cottage.

Refunds are only offered when cancellations are made 60 days or more before arrival. Any such refunds will be made by bank transfer. In exceptional circumstances we will consider reallocating a payment made for a cancelled booking towards a future booking.

Arrivals and Departures

The cottages will be available from 4pm on the day of arrival. Check out on day of departure is by 10am.

Should the cottage become unusable for whatever reason prior to arrival, we will endeavor to find suitable alternative accommodation and reimburse you any monies that have been paid to us.

Care of the Property

The guest will notify us of any breakages or damage to the property and may be asked to reimburse, replace, or repair.

The guest(s) will be mindful of neighbours and not make excessive noise. 'Quiet hours' are 9pm - 8am.

The cottages and grounds are completely non-smoking.

Infants and children can be accommodated in Presnerb & Auchavan Stables only.

Presnerb is our only cottage that can accommodate pets, up to 3 dogs.

The guest will review fire safety and evacuation procedures in the Guest Information provided.



Miscellaneous

Whilst every care is taken to provide a true and accurate descriptions of the properties, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Number of Guests

The maximum number of people entitled to stay in the properties is as follows – Presnerb – 6; Auchavan Farmhouse – 4; The Stables – 6; The Hayloft – 4. Only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker, and their party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

Cleaning

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to reduce the good housekeeping deposit to cover additional cleaning charges should the property not be left in a similar condition to the way it was found at the start of the holiday.

Liability

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.