



Booking Agreement - Confirmation

Please read and understand the booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail.

This booking is made for - Week commencing TBC
Rate - TBC plus £300 pw for pool if required.

Dates: Arrival - TBC
Departure - TBC

Time of arrival - After 4:00pm - unless by prior agreement
Time of departure - By 10:00am - but flexible if no booking following

Name: TBC

Address: TBC

Main Phone Contact - TBC
Main Email Address - TBC

Party Details

Adults - TBC
Teenagers - (13-16) TBC
Children - (5-13) TBC
Infants - (U5) TBC
Pets TBC

Deposit - 25% (if over 6 months there is a holding deposit of £250)
Balance* - TBC (+£300pw with use of Pool) - Due 30 days prior to stay
* This includes the returnable good housekeeping bond of £250.00

Owner - Tim Jeffery
Address - 163 Charlton Church Lane - London, SE7 7AA
Phone - 07711086789
Email - info@craobhhavenhouse.gmail.com

Bank Account Name - Haven House
Sort Code TBC, Account Number - TBC

Haven House
Craobh Haven
Argyll
PA31 8UA

www.craobhhavenhouse.com
craobhhavenhouse@gmail.com

Terms

Bookings are subject to the following terms.

1. A contract (agreement) between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking.
2. This agreement forbids the use of the house for filming or other commercial activity unless a separate contract is in place for such.
3. No parties or events – the maximum number of persons using the accommodation at any time must not exceed 16 persons except by arrangement. Only those listed on the booking form can occupy the property overnight. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
4. The maximum number of overnight occupants is 12.
5. Both parties agree to show due consideration and respect to each other, their representatives, neighbours and other persons or parties. This includes refraining from abusing the Property or participating in any illegal, dangerous, offensive, inappropriate, violent or anti-social behaviour.
6. We agree ensure the house is well presented and clean. You agree to keep the house and all furniture, utensils, equipment, fixtures and fittings in the same state of repair and condition as at the start of the Holiday Period and that the Property will be left in a good state of order and cleanliness. In the event damage or unreasonable cleaning we may charge you for any additional, reasonable charges for professional cleaning.
7. A non-refundable 25% deposit of the holiday cost is payable at the time of booking. (For bookings more than 6 months in advance a reduced £250 secures booking with remainder to be paid 6 months prior) Bookings made less than six weeks before your arrival date must be paid in full. There is also a £250.00 refundable Housekeeping deposit - the housekeeping deposit is to be repaid within 14 days of your stay subject to paragraph 5.
8. The balance must be paid no later than 30 days before the commencement of your holiday. If the balance is not received by the due date, then this will be treated as a cancellation and the you will remain liable to pay the balance of the rent.
9. We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
10. Bookings cannot be accepted from persons under eighteen years of age.
11. The owner reserves the right to refuse a booking without giving any reason.
12. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes - we will seek to let you know if this is required.
13. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at your expense.
14. Up to 2 dogs are permitted on the premises during your stay - dogs must be over 6 months of age, house trained and not go on furniture. £50 per pet per week is payable towards cleaning and wear and tear. Exceptional cleaning or damage may be subject to charge.
15. Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement of locks may be charged.

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16. Other Notes

- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds. No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables.
- All inventory must remain in the property and not be taken to another property.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- The Property is adjacent to a Pub/restaurant and a working marina with fishing boats - there will occasionally be sounds and smells associated that cannot be avoided. The Owner shall not be held liable for building work noise or disruption coming from neighbouring properties and activities.

17. House Rules - these are generally in the guide but note -

- Please report as soon as possible to the Owner (or to the Owner's representative) any breakages or damage caused by you or your Guests during the Holiday Period or anything that appears to be out of order on arrival.
- Please remove outdoor shoes on entering the house.
- Please take care not to leave windows and doors open when strong winds are likely and when you leave the property unoccupied.
- Please make sure you switch off lights, heating or any electrical appliances when you go out.
- Please don't take any bath towels, cushions or other linens with you to the beach. Please bring your own beach towels.
- Please respect the community and try to keep noise levels down, especially between 11 pm and 8 am.
- Barbecue – please use the designated barbecue utensils and clean the barbecue after use.
- Pets should not be allowed on furniture or bedrooms nor be left unattended in the house unless in a pen or crate - a large crate can be provided on request.
- Please do not use candles inside the house, except if provided and in full height protective holder.
- Check-out – 10:00am - please ensure all dishes are cleaned or in the dishwasher cycle, empty bins and leave the house in a clean condition. If you are able to strip beds - leave the sheets in the bedrooms - this would be very helpful.
- Please report any problem or complaint immediately and directly to us or our representatives (letting us know as well) and we will endeavour to put matters right. Any complaints not reported to at the time and only reported after the client has returned from holiday will not be possible to address, however feedback is helpful!
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is our home. We ask all guests to enjoy the facilities and treat the property with the same respect they would with their own home.

18. We will:

- Ensure that the Property is vacant, not make any use of the Property (including conducting any viewings) and ensure that you and your Guests have exclusive access

to the Property for the full period of the Holiday Period unless we are entitled to refuse you and your Guests access to or require you to leave the Property in accordance with paragraphs elsewhere in this agreement.

- Ensure that the Property is properly maintained, clean, tidy and in good repair at the start of the Holiday Period;
- Ensure that the Property complies with all applicable laws and regulations, in particular, relating to fire, health, safety, utilities and planning and data protection;
- Maintain, with a reputable insurance company, insurance policies to meet the Owner's liabilities under the Rental Contract with you;
- Co-operate with you on all matters relating to the Rental Contract, and processing any refunds that may be due to you.
- Provide Property access details to you so you can make use of the Property for the Holiday Period and ensure that suitable arrangements are in place for you to collect and return the keys/access cards for the Property;
- Show all due consideration and respect to you and your Guests including refraining from any dangerous, offensive, inappropriate, violent or anti-social behaviour towards you and your Guests;
- Respond to queries, complaints and problems which arise during or after the Holiday Period and use best efforts to resolve them.

AMENDING, CANCELLING OR TRANSFERRING A BOOKING

Amending a Booking after the Booking Confirmation: If you need to amend your Booking after the Booking Confirmation, please contact us. We will make reasonable efforts to help. There may additional charges.

Cancelling a Booking after you receive your Booking Confirmation: If you change your mind after you receive your Booking Confirmation and you wish to cancel the Rental Contract more than 30 days before the start of the Holiday Period, you will be entitled to a refund of the Rental Charges you have paid minus the Deposit. No refund will be made for cancellation of the Rental Contract 30 days or less before the start of the Holiday Period.

Transferring a Booking after a Booking Confirmation: You may not transfer your Contract to another person except by agreement.

Force majeure leading to cancellation: We have a right, to end the Rental Contract and cancel your Booking if an event occurs beyond your or our reasonable control (which is what we call an "Unexpected Event"). Examples of Unexpected Events include any law, guidance or action taken by a national or local government or public authority or any consequences of them; a fire or accident; epidemic or pandemic; act of God, flood, adverse weather conditions or other natural disaster, or any other event of any nature which prevents or is likely to prevent you and your Guests from staying at the Property for some or all of the Holiday Period; or from the Owner complying with their obligations under its Rental Contract with you. This list is not exhaustive. In this event our liability is restricted to monies received from you in payment for services.

If an Unexpected Event happens that results in cancellation you may select one of the following alternative options:

Rearrangement of alternative accommodation or dates if available to your agreement.

Refund of Rental Charges minus any legitimate cost and expense up to the date of termination.