



MAINS of TAYMOUTH
COUNTRY ESTATE & GOLF COURSE
KENMORE PERTHSHIRE

Effective Date: 26th September 2018. The following supersedes all prior Terms & Conditions. By participating or continuing to participate after the effective date, you agree to the following:

MAXIMUM OCCUPANCY:

12 persons	The Farmhouse
10 persons	Wester Bruadair, Easter Bruadair,
9 persons	Mains Park Court
8 persons	Bruadair House, Granary Court, Stables Cottage, Skibo Lodge
6 persons	Atrium, Crannog Lodge, Capercaillie, Inchadney, Calm Waters, Tay View Lodge, The White House, Schiehallion, Rivard
5 persons	Smiddy Cottage
4 persons	Archway Cottage, all apartments at The Gallops, 2 bed Maxwell Villa's
2 persons	Bell Tower Cottage, The Bothy, 1 bed Maxwell Villa's

For occupancy purposes, any child of two years or over will be deemed to be one occupant

Properties that sleep 10+ have 2 cots and all other properties have 1 cot

Arrival time: 1600hrs Departure time: 1000hrs

By making this booking, you agree to abide by the Terms and Conditions set out below.

TERMS & CONDITIONS

- 1. Contract** - The Contract for a short-term holiday rental shall be made between the Client and Taymouth Holiday Centre. The Contract shall be governed by Scottish Law. The contract will be deemed to be entered into when the initial deposit is processed and Taymouth Holiday Centre issues confirmation. The Contract will be subject to all of the following booking conditions. By making a booking the client contracts on behalf of himself/herself and all those in his/her party and represents that he/she has the authority to accept these conditions on behalf of and binding upon all guests in his/her party. Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, excepting babies, the number in each party is limited to the number of occupants stated on our website for that particular property. The lead hirer must be a minimum age of 21 years.
- 2. Payment** - A deposit of 50% of the rental fee is payable at the time of booking and the remaining balance payable 6 weeks prior to the commencement date. For bookings made less than 6 weeks prior to the commencement date the total rental fee is payable at the time of booking. Payment can be made by debit or credit card in sterling (UK pounds), bank transfer, cheque or cash. All card details are stored securely on our booking system should any Housekeeping deposit be applicable after departure. All cheque payments made to Taymouth Holiday Centre. For any overdue balance payments we reserve the right to charge £10.00 per day until settlement is received. We reserve the right to re-let the property if final payment is not received by the due date.
- 3. Credit Card Charges** - Visa & MasterCard at 2% and Amex at 3.5%. are no longer chargeable from 13th January 2018.
- 4. Cancellations** - Any cancellation made by the Client for whatever reason must be in writing. Every effort will be made to re-let the cancelled holiday let but, failing this, the entire rental fee will be payable. Taymouth Holiday Centre strongly recommends clients take out their own Holiday Insurance policy. A £35 admin fee applies to all cancellations. Should we have to cancel your holiday booking due to circumstances beyond reasonable control, we will make every effort to offer/find alternative accommodation. However, if this is not possible all monies paid to us in relation to the cancellation will be fully refunded. Our liability will not extend beyond this.
- 5. VAT** - VAT is included in the rental fee where applicable. At the current UK VAT standard rate.
- 6. Period of Hire** - Rentals commence, at 4pm on the day of arrival and terminates at 10am on the day of departure. The Lead Hirer is the only person that can sign the registrations form and collect the key unless Reception is otherwise informed prior to arrival
- 7. Hot Tubs** - Our hot tubs are drained and cleaned after every use. Appropriate chemicals replenished & hot tub refilled prior to each arrival. If your property is a changeover then this may mean that your hot tub will not be ready for use until the morning after arrival. Please do not use any glassware in or around the hot tubs. Please do not use the hot tub after 10pm. Use at your own risk. Do not stand/sit on the hot tub covers, they will break and you may be charged up to £400 for a replacement. Hot tub covers are for insulation purposes and are not designed to support a person/s weight. In the unlikely event of an unforeseen malfunction (excludes user negligence), refund of up to £100 may be applicable.

- 8. Concerns** - Should there be any concerns during the occupation of the property, Taymouth Holiday Centre should be notified immediately.
- 9. Care of the property** - The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning, otherwise an additional Housekeeping charge may apply. We ask no furniture be moved within the property and no decorations be attached to walls or furnishings as this may cause surface damage.
- 10. Good housekeeping deposit/breakages or damage** - Taymouth Holiday Centre have the right to take a payment of up to £300 from the Lead Hirer's credit/debit card as a Good Housekeeping guarantee within 28 days of departure. Initial communication re any breakages/damages will be made within 48 hours of departure.
- 11. Liability** - Taymouth Holiday Centre, its employees and agents do not accept third party liability in respect of breach of contract, negligence, misrepresentation or otherwise and are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused.
- 12. Lost Property** - Whilst every effort is made to return lost property to its rightful owner Taymouth Holiday Centre cannot be held liable for items left behind, damaged in storage or lost in transit. Please contact us as soon as possible if you think you have left anything behind. We hold lost property for 1 month then dispose. Should you wish your item to be returned we kindly request that the cost of postage/packaging be paid for prior to returning your lost property. All perishable foods, including frozen items, are automatically disposed of at the departure day/time of changeover.
- 13. Warranties** - Taymouth Holiday Centre does not warrant and is not responsible for the accuracy of any verbal information given or statements made by any of its representatives.
- 14. Right of entry** - Taymouth Holiday Centre shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.
- 15. Children** - Guests must accept responsibility for the safety of their children at all times whilst on the Mains of Taymouth Estate.
- 16. Dogs** - Guests who bring dog/s must take full responsibility for their pet at all times and must pick up all fouling. Dog/s are allowed by prior agreement only. Guests must bring their own dog/s bedding & bowls. Dogs are not allowed into bedrooms or onto any furniture and must not be left unattended in the house at any time. Maximum of 2 dogs per property. Nightly charge per dog is £10.00. See separate terms & conditions.
- 17. Groups / Same Sex Parties** - While we welcome groups, and same sex parties, we ask all guests to please respect the peace and tranquillity of the area and that noise be kept to a minimum with no noise/hot tub use after 10pm. Failure to observe these conditions may result in your party being asked to leave the accommodation. Reservations for same sex parties of 8 persons and above must be made by telephone to 01887 830226, failure to do so may result in your reservation being cancelled and loss of any deposit paid.
- 18. Insurance** - The guest is responsible for purchasing their own travel insurance policy before the start of the cottage rental so they are covered for missed and delayed departure, cancellation and curtailment, personal items and transfer to hospital if needed. If the guest is a non UK resident then insurance is essential to cover any emergency medical assistance or treatment required during their time in the UK.
- 19. Smoking** - Smoking is not permitted anywhere within the holiday accommodation.
- 20. Wi-Fi** - While we offer complimentary Wi-Fi during your stay in all of the properties. Wi-fi is also available at the Courtyard Bar & Restaurant. We do ask for no downloading or streaming to be done during your stay as the Wi-fi in the Kenmore area is not strong enough. Faults can occur from time to time which are unfortunately beyond our control.
- 21. Discounts** - As a return guest you will receive a 5% discount. Only 1 discount can be applied per booking and may not be used in conjunction with any other offer/promotion.
- 22. Keys** - One key is given on arrival. An additional key is available at £10.00 refundable deposit on return. Should key/s not be handed in on departure or broken key, a £25 per key payment will be charged.

We aim to continually improve our Estate. Please be aware that the grass is cut weekly on a weekday and we may carry out ground works or improvements from time to time. We regret any inconvenience this may cause and trust that nonetheless you will enjoy your stay with us.

As a destination venue, we may on occasion hold wedding/events which we trust will not cause any inconvenience to our guests.

www.taymouth.co.uk 01887 830226