



**Tigh an Dun
Self-Catering Cottage,
Dunan, Isle of Skye**

Correspondence address:

**Mrs Janet Wildgoose
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EXTRA INFORMATION AND BOOKING CONDITIONS

This document contains information about how to confirm your holiday booking with us, how to make your payments, how your booking will be processed, and what to do if there is a problem.

When you book self-catering accommodation with us you are entering into a legally-binding contract, so this notice also explains the nature of this contract and contains the Booking Conditions. When you sign the Booking Form you are acknowledging that you have read these Conditions and that you accept them. If there is anything that isn't clear in this document please don't hesitate to ask us.

CONTRACT. This contract is for short term holiday rental of Tigh an Dun self-catering holiday cottage at Dunan, Skye. It is subject to the Booking Conditions listed below, and starts when we issue the Booking Confirmation Email.

DEPOSIT PAYMENT. To confirm your reservation we need you to complete, sign, and return the Booking Form. If you are making the booking 8 weeks or more in advance this should be accompanied by a Booking Deposit of £100 for each week of rental. If you are booking less than 8 weeks in advance of your stay the entire rental payment is due on booking. The following payment methods are welcomed:

Cheque drawn on a UK bank

Please make your cheque payable to *Mrs J Wildgoose*. We regret that we cannot accept cheques submitted later than two weeks from the start of your holiday: other payment methods must be used in these circumstances.

Sterling travellers cheques

Please note these must be for GB Pounds, no other currency. If necessary, send us travellers cheques for a slightly higher amount than is needed and we'll either offset the extra against your balance payment or refund the extra in cash when you arrive.

Direct transfer of money into our bank account

If you wish to pay by this method please contact me at info@tighandun.co.uk and I will send you the necessary details for the transaction.

Please let us know when you have made the transfer so that we can look out for it.

If you are using internet banking these money transfers are often free of charge. However, if there are any charges (e.g. for currency conversion) you must pay these yourself. If in doubt please slightly overestimate the required payment and we'll

either offset any extra against your balance payment or refund it in cash when you arrive.

Online payment by Credit Card or Debit Card

We use PayPal to handle online payments. This is extremely secure, and means that you do not have to pass your credit card details to us for processing or storage. You do not need to have a PayPal account to use this method (though PayPal will encourage you to open one as part of the payment process!) If you wish to pay by this method simply tick the appropriate box on the Booking Form and return it. When we receive it we will send you an invoice by email which will include a link to the appropriate payment page on PayPal. You will get a PayPal receipt in addition to the one we send you to confirm your booking.

If you could conveniently pay by more than one method then please avoid credit/debit card payments by PayPal since this method incurs the highest charges for us.

When we receive your deposit payment, by whatever method, we will confirm the booking and issue a receipt.

BALANCE PAYMENT. The balance is payable 8 weeks before the commencement of the rental. We do not normally send out invoices for the balance, but rely on you to send us the payment when it is due. You have the same choice of payment methods as for the deposit. If you wish to pay the balance by online payment by credit or debit card simply contact us when you are ready to pay and we'll issue an invoice with payment link to PayPal. For details to make a direct bank transfer please email me at info@tighandun.co.uk

We won't get overly agitated if you are a few days late paying the balance, and we will always try to contact you to remind you if you forget, but we do reserve the right to interpret non-payment of the balance of the rent by the due date as a cancellation of the contract by you.

We'll issue a receipt for the balance payment together with details of how to find Tigh an Dun and arrangements for key collection etc.

CANCELLATION. Your deposit and balance payments are normally non-refundable in the event of cancellation, whatever the reason. However, if we manage to re-let your week(s) we will make a refund less costs. In any event, please notify us as soon as possible if you need to cancel so that we can do our best to save your money. Please be aware that owing to the nature of self-catering lets, which are usually booked a long time in advance, it is very difficult indeed to re-let at short notice in the event of a cancellation. For this reason **WE STRONGLY RECOMMEND THAT YOU TAKE OUT CANCELLATION INSURANCE** when you book to cover this risk. If you have insurance we'll provide you with a Cancellation Invoice for your Insurance Company, together with any other paperwork they require.

In the unlikely event of Tigh an Dun cancelling your booking, owing to circumstances beyond our control (e.g. fire), our financial liability to you is limited to the amount of money you have paid to us.

PERIOD OF HIRE. Rentals commence unless otherwise notified at 4.00 p.m. on the day of arrival and terminate at 10.00 a.m. on the day of departure.

NUMBER OF PERSONS USING THE PROPERTY. The number of persons occupying the property must not exceed four (adults and children). We reserve the right to refuse entry to the entire party, or terminate the rental contract forthwith if this condition is not observed.

BREAKAGE OR DAMAGE. Please let us know of any breakages, damage or malfunctioning equipment as soon as you discover it – don't wait until the end of your stay. This gives us the best chance of getting things fixed promptly, and reduces the inconvenience to you and to future guests. We don't charge for the odd broken glass, or for genuine 'wear and tear', but more serious damage will be charged for. We reserve the right to charge you a reimbursement fee to cover any replacement, repair or extra cleaning costs that arise from damage to the property or its contents whilst you are renting it. We are not responsible for the loss of or damage to your own possessions whilst in the rental property or the grounds.

CARE OF PROPERTY. You should take proper care of the property, its furniture, pictures, fittings and effects in or on the property and leave them in the same clean and tidy condition and state of repair at the end of the rental period as at the beginning. We reserve the right to charge a fee to pay for extra cleaning if the property or its contents are left dirty.

DOGS. With the exception of Guide Dogs and other Assistance Dogs for disabled people we regret that we are not able to accept dogs or other pets at Tigh an Dun. If you wish to bring an Assistance Dog please get in touch with us first so that we can make the necessary arrangements.

SMOKING. Smoking is strictly prohibited anywhere inside the building.

RIGHT OF ENTRY. Whilst we would not normally enter the property whilst you are renting it, we do have the right of entry at all reasonable times for the purposes of inspection or to carry out any necessary repairs or maintenance.