

Cairngorm Lodges Booking Terms & Conditions

Reservations for accommodation are accepted on the following conditions.

The Agreement.

The condition of hire is between the hirer and the property owner (Craigmyle Estates Ltd). The contract is deemed to have been made once the hirer has confirmed the booking via the online booking mechanism or alternatively using the printable booking form. Bookings can not be taken without payment of 20% of the total cost. On receipt of either means of booking Craigmyle Estates Ltd will dispatch a confirmation email /letter. You must be over 18 years at the time of booking.

Booking.

The person who authorises the booking (The Hirer) will be responsible for all persons included within and should ensure that they are aware of the booking conditions. Craigmyle Estates Ltd reserves the right to decline any booking or refuse to hand over a key to any person who has not complied with the booking conditions.

The Hirer agrees to pay the balance of the cost including the agreed security deposit of £100 (which is refundable minus any costs for damage or extra cleaning etc) two weeks before the holiday is due to start. If the balance is not received within the time specified the owner reserves the right to cancel the booking and retain the deposit and remarket the property as available

Payment.

For bookings made more than two weeks before arrival, a deposit of 20% of the total booking fee will only be effective if the official booking form is correctly completed and signed and duly confirmed by Craigmyle Estates Ltd. The balance, the remaining 80% and the £100 security deposit is due two weeks before the holiday commences. For bookings made less than two weeks before arrival, the total amount is payable together with the security deposit. Bookings for a value of £200 or less must be paid in full at the time of booking.

Number of People using Holiday Accommodation.

The agreement between Craigmyle Estates Ltd and the hirer shall permit the hirer and members of the hirer's party (but no one else) to occupy the property for holiday purposes only. No more than the maximum number of persons stated on the booking form may occupy the property unless by prior written agreement with Craigmyle Estates Ltd – extra charges may be applicable in such cases. The owner reserves the right to refuse admittance if this condition is not observed. The owner reserves the right to revoke or refuse prior to, or during the stay, any booking from parties which they consider to be unsuitable for the property.

Arrival / Departure.

The property will be available for occupation from 12.00 pm on the first day of the holiday and must be vacated by 10.00 am on the last day. Unless by prior written agreement with Craigmyle Estates Ltd.

Cancellation or Changes by You.

When the holiday is booked the hirer is entering into a legally binding contract. If forced to cancel, for whatever reason, the hirer will be liable for the full hire amount. Cancellations must be notified in writing to Craigmyle Estates Ltd, within 3 weeks of the commencement of the booking other wise the booking is forfeit and the balance is still payable on the due date. The total amount payable will not exceed liability for accommodation. Holiday dates may be changed providing the property is available for new dates and the owner is agreeable to the change. A re-booking charge may be payable.

Your Responsibilities.

The Hirer agrees:

- That the supervision of children, babies, dogs and any adults requiring care remains the responsibility of the Hirer at all times.
- To be responsible for leaving the accommodation in good order and clean condition, otherwise a cleaning charge will be levied.
- To pay for any damage or loss however caused, excluding reasonable wear and tear incurred during occupation.
- Not to cause nuisance or annoyance to occupants of nearby property.
- To allow reasonable access to the property by Craigmyle Estates Ltd (or agents acting on behalf of Craigmyle Estates Ltd), if it is deemed necessary.
- If, in the opinion of the Craigmyle Estates Ltd any person is not suitable to continue their occupation of the property because of unreasonable behaviour, damage or nuisance to other parties, the contract may be treated by Craigmyle Estates Ltd as discharged and may repossess the property immediately. The Hirer will remain liable for the whole cost of hire and no refund shall be due.
- Craigmyle Estates Ltd reserves the right to charge a security deposit of a minimum of £100. Conditions of such will be made clear at the time of booking.

Complaints.

In the unlikely event of a complaint the hirer should at a reasonable time contact Craigmyle Estates Ltd, or their agent as stated in the welcome pack within the property. No complaints can be considered after departure from the property.

Liability.

Craigmyle Estates Ltd cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, electrical services or exceptional weather. No responsibility is accepted for loss or damage of the property, (including pets), vehicles or vehicle contents belonging to the hirer or any member of the party during their occupancy.

Cancellation by Us.

Craigmyle Estates Ltd reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g. through fire, flood, etc) for any reason whatsoever, subject to a full refund of all monies paid. The owner shall be under no other liability if such cancellation occurs.

Force Majeure.

Craigmyle Estates Ltd cannot accept responsibility or liability for any alterations, delay or cancellation or any other loss or damage caused by war, civil strife, terrorist action, industrial disputes, fire, sickness, bad weather, epidemics, acts of any government or public authority, changes imposed by re-scheduling of airlines or any other event outside our control.

Waiver.

The failure of Craigmyle Estates Ltd to enforce or exercise, at any time or for any period of time, any term of, or any right pursuant to this Agreement does not constitute and shall not be construed as a waiver of such term or right.

These booking conditions supersede all previous issues. December 2011