

# Kilmuir Self Catering

## Terms & Conditions

- The owners accept no responsibility for personal injury to guests, or loss of or damages to their property or for other matters over which the owner has no control.
- Bookings cannot be accepted from persons under 18. No bookings are valid until confirmed by the owners.
- A deposit of £250.00 is payable at the time of booking.
- The balance is due 6 weeks prior to the stay along with a further £250.00 refundable breakages deposit which will be refunded to your credit card when checking out if no damages or breakages occur during the holiday. Please allow 3 days for the funds to reach your account.
- If a cancellation is made after the 6 weeks balance due date has passed the deposit will not be refunded unless we are able to re-let the property at the full price, in which case the full deposit will be refunded. When the deposit is paid and balance is 14 days overdue the accommodation may be re-let at full price. If it is not able to be re-let the full balance will be due by the original deposit payer.
- Regrettably if deposits and final balance are paid and the clients for some reason cannot arrive on the due date all monies are non refundable apart from the £250.00 breakages deposit
- In the event that the property becomes unavailable i.e. through fire, illness or other unforeseen events we will endeavour to provide a suitable alternative or will refund all the monies paid or a proportion in the case of curtailment.
- The guest must agree to keep the property in clean condition during the course of their stay and leave the property in the same state of cleanliness and general order in which it was found.
- The guests' right to occupy the property may be forfeited without compensation if more people or pets than specified at time of booking and/or the number of people the property holds, attempt to take up occupation or if any activity is undertaken which may cause unreasonable damage, noise or disturbance.
- In the unlikely event that a complaint arises it must be made at the time of occupation and the owners will endeavour to sort out any problems as soon as possible.
- The service providers shall be allowed access to the property at any reasonable time during any holiday occupation.
- The booking conditions apply to all confirmed bookings