

Terms and Conditions for the rental of The Great Hall, 8, Mansion House, Dollarbeg, FK14 7LF

These Terms and Conditions are issued on behalf of Andrew & Karen Lewis (The Owners) for The Great Hall, 8 Mansion House, Dollarbeg FK14 7LF. When issued this contract is between you (the Client) and The Owners.

1. Contract

The contract is between The Owners and the Client, i.e. the named person on the booking. The Client shall not pass the booking to another party without the approval of The Owners. The Client must notify The owners of any changes to the number of people staying at the property in writing before commencement of the booking. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a booking confirmation sent to you by email. The Contract will be entered into when the owner issues the booking confirmation form and will be subject to these Terms and Conditions. The Client should check the Confirmation form carefully. The Contract is for the hire of the property for holiday purposes only unless otherwise agreed in writing by The owners. The Owners do not accept bookings from persons under the age of 18. The Owners reserve the right to refuse any bookings for any reason.

2. Payment

A booking deposit of 25% of the rental fee is payable at the time of booking if the booking is made more than 6 weeks before the start of the rental period. The balance shall be payable 6 weeks before the commencement of the rental. Non-payment of the balance of the rent on or before the due date may be treated at the absolute discretion of The Owners as a cancellation of the contract by the Client and The Owners may seek to re-let the property. In such circumstances the deposit shall not be refundable. For bookings made less than 6 weeks before the commencement of the rental, the total fee is payable. No cheques can be accepted. The Owners reserve the right to cancel the booking where full payment has not been received 14 days before the start of the rental period and to not refund any monies already paid. Payment can be made either by PayPal, debit card or credit card. No card-related charges will be incurred from The Owners for PayPal, debit or credit card payments (although the card issuer may levy their own charges, outside of the control of The Owners). The Owners will also charge a housekeeping fee of £90 per booking, payable at the time of booking. If the Client chooses to leave early (before the end of the rental period) for whatever reason, no refund will be offered or given.

3. Cancellation

Any cancellation made by the Client for whatever reason shall be in writing by email addressed to: enquiry@dollarbegcastle.com

If cancellation is made more than 14 days before arrival date, all monies paid will be refunded

If cancellation is made less than 14 days before arrival date, but more than 7 days, 50% of all monies paid will be refunded

If cancellation is made less than 7 days before arrival date, no monies will be refunded

On receipt of notice of cancellation, The Owners will seek to re-let the property for the period of booking. If The Owners are successful in re-letting the property for the whole period it shall refund all the monies paid. If The Owners only succeed in re-letting the property for part of the period booked and/or at lower cost, The Owners shall refund an amount equal to the monies paid less the rental payment subsequently obtained by The Owners. If The Owners are unable to re-let the property at all then all monies paid by the Client shall be retained by The Owners.

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Where for any reason the property ceases to be available or becomes unsuitable for use (at the sole discretion of The Owners) The Owners may cancel the booking and in that event all monies paid by the Client will be refunded. In such circumstances, the limit of the liability that The Owners have to the Client shall be strictly limited to a refund of the monies paid

4. Changes of Date

The Owners may consider a request from the Client to change the dates of the booking after confirmation has been issued. Agreement to the change is at the sole discretion of The Owners and must be received more than 14 days before arrival date.

5. Period of Hire

Rentals commence, unless otherwise advised by The Owners, at 4.00pm on the day of arrival and terminate at 10.00am on the day of departure. Changes to required arrival and departure times at the beginning and end of the rental period may be made at any time by The Owners and are at the sole discretion of The Owners.

6. Persons using the Property

The number of persons occupying a property must not exceed the maximum number stipulated on the property details. The Owners reserve the right to refuse entry to the entire party if this condition is not observed. All children (i.e. anyone under 18) and infants staying at the property must be accompanied by a parent or legal guardian at all times.

7. Complaints

We obviously hope the Client's holiday runs smoothly. However, should there be any cause for complaint during the occupation of the property, it must be notified promptly to The Owners and in case of serious problems, confirmed in writing. The Owners cannot accept claims for compensation lodged after departure as it is not possible to then effectively investigate the problem and put corrective/mitigating actions in place.

8. Breakages or Damage

The Client agrees to reimburse The Owners for replacement, repair or extra cleaning costs incurred during the rental period. Following inspection of the property at the end of the rental period, should there be a problem with replacement or repair of items in the property or extra cleaning required in the property, the Client will be contacted by The Owners by phone or email as soon as practically possible after the event to discuss the situation and finalise the amount of the costs to be paid by the Client.

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 condition at the end of the rental period as at the beginning. The Client must ensure that the property is left in a clean and tidy condition on departure at the end of the rental period. The Owners may charge the Client for the costs of any additional cleaning if this is reasonably considered necessary.

10. What is Included

All utilities (electricity, gas and water) where supplied to the property, are included in the rent. Bed linen and towels are also provided.

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11. Pets

No Pets are allowed at The Great Hall

12. Smoking & Vaping

The Great Hall has a strict no smoking & vaping policy throughout the interior of the property. Guests are welcome to smoke or vape anywhere in the grounds however, providing any cigarette butts or used vaping equipment are not discarded but removed and disposed of appropriately

13. Liability

The Owners shall not be liable to the Client or third parties for any damages, loss, expense or inconvenience which may be suffered, incurred, arise out of, or should be in any way connected with the rental or its cancellation or amendment. If the property which the Client has booked becomes unavailable or unusable for some reason prior to the date of a booking, then The Owners obligation will be limited to reimbursing the Client for any monies paid. Occasionally, facilities or equipment at property may change between booking the property and the arrival of The Client; this may or may not be outside of The Owners control; The Owners cannot be held liable and are not obligated to provide prior warning. In any case of cancellation or variation of any booking due to the fault of The Owners or their agents, The Owners shall not be liable to the Client in any amount greater than the price paid for the hire and The Owners shall not be liable for any consequential loss, compensation or damages for injury to feelings or disappointment as a result of variation or cancellation of the booking.

14. Warranties

These terms represent the entire agreement between the parties and exclude liability for any representations made verbally which might otherwise be incorporated as part of the contract between the Client and The Owners. The Owners do not warrant nor are responsible for the accuracy of any verbal information given or statements made by their agents.

15. Right of Entry

The Owners and their agents 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.

16. Cancellation Insurance

Cancellation Insurance is not included in fees paid for the property but The owners do recommend such insurance cover to be taken out by the client to protect against any cancellation penalty. All cancellations must be notified in writing as outlined in Section 3 above

17. Accuracy

All information on the property website is updated as frequently as practicable. Whilst every effort is made to ensure the accuracy of the property description, all statements and descriptions are made in good faith and are for guidance only. Photos are for illustrative purposes only. The Owners cannot be held responsible for changes to the property after listing or mistakes in the description. Any specific requirements which the Client has in relation to the property or any facilities provided must be notified in writing to The Owners.

18. Law

Any dispute between the Client and The Owners will be governed by English Law and subject to the exclusive jurisdiction of the English Courts.