



TERMS AND CONDITIONS 2022

www.rhuvaal.co.uk email@rhuvaal.co.uk

RESERVATIONS

Your bookings will be confirmed on receipt of a security deposit of 20% paid within 1 week of your booking request. The balance of the rental cost is payable by cheque or bank transfer 6 weeks prior to arrival. For bookings made within 6 weeks of arrival we require full payment at the time of your booking request. Should you cancel your booking within 6 weeks of your arrival date you are liable for the full cost unless we are able to re-let the property. Payment is in GBP (£) only

ARRIVING AND DEPARTING

We are flexible with our weekly letting; the house will be let for a minimum of 3 nights starting on any mutually agreeable day. Extra nights are charged pro rata. The house will be ready for 15.30 on the day of arrival and we ask that you vacate the house by 10.00 on the day of departure. Please advise on your likely arrival time with as much detail as you are able to provide in order that we can ensure your property is ready and welcoming.

CLEANING

We assume you will take reasonable care of the house during your stay. The property should be left clean and tidy on departure and we request that any damage/breakages be reported prior to departure (or a clearly written note left visible) in order that these can be rectified for our next incoming guests. In the unlikely event that the property is left in an inappropriate manner an additional cleaning surcharge may be incurred and, where appropriate, damage and losses shall be charged in full. We encourage our guests to use water and electricity conservatively.

USE OF GARDEN

The garden is large and not fully enclosed; therefore we feel that it is not suitable for children to be left unsupervised. Guests seating is provided in the garden social area. House furniture, linen and soft furnishing should not be used outdoors. Portable BBQ's should not be used on the decking area but can be used in the garden social area.

PETS

We are unable to accommodate any type of pet.

SMOKING

Our accommodation is strictly non-smoking. Guests will be liable for any smoking related damage to the property. If smoking in the garden please take care when disposing of your cigarettes.



Rhuvaal

School Street
Bowmore
Islay

VEHICLES/PERSONAL PROPERTY

In addition to cancellation and curtailment insurance, guests are recommended to take out holiday insurance to cover loss or damage to personal effects. Vehicles, accessories and contents are left at their owner's risk. The proprietor shall not be responsible for any loss or damage or any injury to persons not caused through the fault of the proprietor.

HOLIDAY PROTECTION

Guests are recommended to take out holiday insurance.

CANCELLATION

If you require to cancel a reservation for any reason we must be notified by telephone or email as soon as possible. In the event of a cancellation, we will make every effort to re-let the property; if we are able to re-let the property, you will be reimbursed the full sum less £25 to cover administration costs. If we are unable to re-let the property, cancellation costs shall be incurred as follows:

- More than 6 weeks before booking commences your deposit shall be forfeited.
- Less than 6 weeks before booking commences you will be liable to pay the full cost of the rental.

ADVERSE TRAVEL CONDITIONS

Where there are ferry/flight disruptions due to bad weather or any other reason, we cannot be held responsible for late or non-arrival at the property and so no refunds will be provided. We recommend you take out relevant travel/holiday insurance.