Terms and Conditions – The Haven Bladnoch

Bookings are subject to the following terms and conditions as agreed to at the time of booking.

* Once we have received payment and accepted your booking a contract between us will come into existence. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms and conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.
* A £100 non-refundable deposit is payable at time of booking in order to secure your holiday. The remaining balance must be paid no later than eight weeks before arrival. If payment is not made then your booking will be treated as a cancellation.
* Payment must be made in full for bookings made less than eight weeks before arrival.
* If you cancel your booking more than eight weeks before expected arrival then you will forfeit the deposit. If the booking is cancelled less than eight weeks before then the full balance is not refundable.
* Check in is available from 3pm and check out is by 10am. There is a key safe situated at the property, details of which will be given to you prior to arrival.
* Pets are allowed in the property but not upstairs and must not be left in the property alone unless in a crate. All dog faeces must be picked up from the garden and surrounding area. Please dry your dog before entering the property. We ask that you use the throws provided if allowing your dog on the sofa. Any damage or extra cleaning caused by pets will be at your expense.
* Smoking in the property is not allowed.
* The number of guests in the accommodation must not be above those stated at time of booking, should this occur we reserve the right to terminate the booking without notice or refund.
* We reserve the right to enter the property at any time to undertake essential maintenance or for inspection.
* We advise you take out travel insurance prior to your stay. If you choose not to then you accept responsibility for any loss that may occur due to your cancellation.
* Please take care of our property as you would do your own home. The Haven is a private property owned by ourselves. In making a booking you accept responsibility for any theft, breakage or damage caused by you or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. Please inform us of any damage straight away. The accommodation will be inspected following your departure and you may be charged for any loss or damage found.
* All inventory must remain in the property and not be taken to another property.
* The owner reserves the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
* Please ensure doors and windows are locked when you are not in the property.
* Should you lose the keys the cost of replacement will be charged to you.
* The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
* Hot tubs safety rules are provided in the property, to which guests must abide by. Instructions must be read prior to use. Should you encounter any problems please contact the owners.
* If unreasonable behaviour of the persons named on the booking (or their guests) is witnessed then we reserve the right to terminate a holiday without compensation.
* We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.