

# PAVILION COTTAGE BOOKING FORM

Arrival date \_\_\_\_\_ no earlier than 17:00hrs Departure date \_\_\_\_\_ no later than 10:00hrs Agreed rate \_\_\_\_\_

Title (Dr, Mr, Mrs, etc.) \_\_\_\_\_ Initials \_\_\_\_\_ Surname \_\_\_\_\_

Mobile number \_\_\_\_\_ eMail \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post code \_\_\_\_\_ Country \_\_\_\_\_

**Party details:** NB Pavilion Cottage is unsuitable for children and is available for adults aged 18 or above only.

Please enter name and nationality (Self-catering accommodation premises must keep a record of all guests over the age of 16. The record should include their full name and nationality. Each guest's details must be kept for at least 12 months.)

Full name of guest	Nationality

**Beds:** The property sleeps 4 in 2 ground floor bedrooms. Normal layout is as follows: ground floor double; ground floor king (zip and link can be twins). Tick box below for ground floor twin option.

**Disabled guests please check access is suitable before booking.**

**Layout options** (tick as appropriate).  Ground floor 72cm twin beds instead of 150cm king

**Booking deposit:** 25%. If booking within 8 weeks of your stay, the full amount is payable.

Booking deposits are NON-REFUNDABLE (are you insured? See overleaf.) £ \_\_\_\_\_

**Balance:** due 8 weeks before holiday unless otherwise agreed. See Cancellation policy overleaf £ \_\_\_\_\_

**Extras:** (please complete and apply fee as appropriate)

Dogs Qty \_\_\_\_\_ (max. 2 by arrangement.) +£40 per dog per week or part week. £ \_\_\_\_\_

SUBTOTAL £ \_\_\_\_\_

**Security bond:** A refundable security bond is due at the time of your balance payment. In most cases this is £250 unless otherwise agreed. (See Conditions of Let.) £ \_\_\_\_\_

**Declaration** – I undertake to leave Pavilion Cottage in a clean and tidy condition and by signing this booking form I agree to the Conditions of Let as detailed overleaf.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Payment by BACS/online bank transfer

Royal Bank of Scotland, Bridge St, Stranraer DG9 7JA sort code: 83-28-06 Account: 00140565 Account name: ESCAPE TO GALLOWAY (A Walter/Escape to Galloway)

Your payment reference: \*\*\*\*PAVIDMMYY where \* = first 4 letters of the surname of the person who has placed the booking e.g. SMITPAVI050424. For the purpose of security bond refund please provide your account name, number and sort code in your correspondence when you advise us that you have paid direct into the bank account. Payment from non-UK accounts use IBAN: GB12RBOS83280600140565 BIC/SWIFT: RBOSGB2L. Remember to supply your IBAN and BIC/SWIFT details for security bond refund.

Payment by card. Major credit card payments are accepted. Please tick box if you would like to pay all or part of your by card.  You will receive and email with a secure payment link included with your booking reservation details.

How did you hear about us?  Recommended by friend  Magazine/news (please state title) \_\_\_\_\_

Web search Keywords used: \_\_\_\_\_

Name of holiday cottage website visited: (e.g. escapetogalloway.com) \_\_\_\_\_

# Conditions of Let

## General

1. PAVILION COTTAGE is owned and managed by Mr R Walter & Mrs A Walter T/A Escape to Galloway. Any hiring contract is between the hirer and the owner also referred to as We and Us.
2. Your booking must be for adults only and for holiday purposes only. The property must not be used for gatherings such as weddings, parties or filming except by prior written agreement. If the property is to be used for these purposes an increased Security/Housekeeping Bond will be required and all breakages and repairs will be deducted from this.
3. Once we have accepted your booking and payment then required, a contract has been entered into which includes these Conditions and Scots Law governs such contract. By making the booking you commit yourself to paying the balance on the due date. This still applies even in the event of a cancellation. We strongly recommend that you purchase holiday cancellation insurance.
4. The person signing the booking form must be over 18 years of age and signs on behalf of all persons who will use the property during the period booked. By signing the booking form you declare that you have read and agree to abide by the Conditions therein. If any of the Conditions of Let are contravened, the owner or their representative has the right to deny access to the property or expel you and members of your booking from the property and no money will be refunded.
5. The number of people sleeping in the property and its grounds must not exceed the number shown in the property details except by written agreement. Full names and nationality of all guests and address of the adult signing the booking must be shown on the booking form or additional pages - this is currently a legal requirement. No additional guests may be permitted entry without proof of agreement from the owner/manager.

## No Smoking Permitted

6. All Escape to Galloway Cottages have a strict NO SMOKING rule. Your security bond will automatically be forfeit if anyone in your group smokes anywhere on the property and you will be asked to leave. In addition you may be charged for losses or costs incurred as a result of someone smoking in the property during your booking period. This could include additional laundry, professional cleaning of all furnishings and carpets, refunds to subsequent guests if they choose not to stay as a result of a member of your party smoking in or close to the holiday let. Please inform all members of your group before arrival.

## Noise, Illegal Activities and Abusive behavior

7. Loud music, shouting, screaming and fighting anywhere on the property, whether inside the cottage, in the garden or pool area is not permitted. Any abuse aimed at the owner or staff will not be tolerated. Any contravention of this rule will be deemed breach of conditions and you will be asked to leave. Illegal drugs of any form whether for consumption or supply are not permitted on the premises. Unruly behavior as a result of drug use or alcohol consumption will not be tolerated. Any contravention of this rule will be deemed breach of conditions and you will be asked to leave.

## Pets

8. A maximum of two well-behaved house-trained non-aggressive dogs are permitted unless otherwise agreed in writing at the time of your booking. There is a booking fee per dog. You may not bring a female dog if she will be in season during your stay. You may request a refund of this portion of your booking fee if this situation arises after you have booked with us. Dogs must not be allowed in bedrooms, on soft furnishings, or allowed to foul the immediate surroundings. Please be sure to clean up after your dog. Dogs must be kept under control, especially as there will be other dogs, wildlife, poultry and livestock nearby. Leads may not be necessary within the enclosed garden area or on the beach. (See cottage instructions for additional information.) No other pets are permitted, or you may be asked to leave the property and forfeit your stay and your security bond.

## Broadband

9. Pavilion Cottage guests may access broadband free of charge for legitimate streaming and downloading and uploading of data only. Any illegal activity using the broadband service is forbidden. We cannot guarantee speed or continued broadband connectivity.

## Swimming Pool and Garden

10. Pavilion Cottage guests may access the swimming pool between 10am and 4pm. The owners and their private guests will have exclusive use between 4pm and 7pm. Pool cleaning and garden maintenance may be carried out during your stay, but the management and staff will try to minimise inconvenience to guests. You must agree to adhere to the pool safety instructions supplied in the cottage.

## Guest Liability

11. In signing the booking form you agree to indemnify the owner against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any other person or animal accompanying you.
12. The owner of the property cannot accept responsibility for any loss or damage to any belongings, nor injuries sustained by you or any member of your party.
13. Any items belonging to guests left at the property may be disposed of as the management team sees fit. If you discover you have left anything in the property you must contact us straight away. The cost of the management team's time, packing and delivery charges for return may be deducted from your housekeeping/security bond. Should you fail to inform us that you wish an item to be returned before your security bond has been returned and we are able to locate your item you can arrange for collection at your expense.

## Cleaning

- 14 The cottage is cleaned between guests and we take care to make the cottage Covid Safe. On the last day of your rental period you are required to leave the cottage as tidy as you found it, taking away all that you brought with you and putting any items you have moved back where you found them.

**NB Additional Covid-19 requirements** are for you to strip beds and put bed linen and towels in the appropriate bags/baskets provided. Please remove all rubbish and any food items. You must remove all items you have brought with you and leave all non perishable items supplied for use during your rental period, and leave the cottage as you found it. Cleaning equipment and materials are provided.

## Equipment breakdown/Accidental damage

15. Please report any breakages or accidental damage as soon as they occur to give the management team time to resolve in advance of the next booking. In the event that any advertised facilities fail to work please notify the management team immediately and allow access to the cottage as early as is reasonably possible for any repair or replacement during your stay.

# Conditions of Let

## **Security/Housekeeping Bond**

16. You are required to pay a Security/Housekeeping Bond, which is returned to you in full subject to the house being left clean, tidy and without damage. On arrival, if you have any concerns regarding the condition of the property that you think may be relevant, please advise the owner/manager. In the event of a dispute the housekeeper or person responsible for preparing the property has the final word. See clause 11. The owner reserves the right to levy a charge in relation to any damage to the property or contents thereof. Such charge may be deducted from the security bond or debited to your debit/credit card as appropriate. The security bond is usually refunded in full within 14 days of departure providing there are no damages to deduct. *(Examples where a deduction from a security bond might occur might include damage to fixtures and fittings or appliances, or where repair or redecoration is required owing to abuse or negligence by a member of the booking party. We do not count a single broken glass or chipped plate or two; if multiples are damaged, we might consider this to be deductible. Other examples include where an item is torn or badly stained and cannot reasonably be resolved, extra or specialist cleaning is required on unremovable/unwashable surfaces or where a pet has damaged a wall or door from scratching or chewing. When an item/items are removed from the property without permission from the owner.)*

## **Booking and Payment**

17. A provisional booking made by telephone will be held for a maximum of 5 days. If the booking deposit or appropriate payment is not received within 5 days, the booking will lapse. Last minute bookings less than two weeks prior to holiday date may not be provisionally booked.

18. If you pay a booking deposit, the balance becomes due at least 56 days before the beginning of the holiday. We do not undertake to remind you and the booking will lapse should the balance not be received.

19. The appropriate Security/Housekeeping bond may be paid at the time the balance is paid or as otherwise agreed. This will be banked and returned usually within 14 days following the let, subject to the property being left as found. On receipt of the balance and relevant booking form agreement we will send directions and access information to the name of the person making the booking.

20. If the booking is made less than 56 days prior to the holiday, the full rental is payable on booking.

21. Payments to be made in GB pounds Sterling unless otherwise agreed.

## **Cancellation Policy**

22. Once your booking is confirmed and your booking deposit has been paid you have 24 hours to cancel. Thereafter in the event of cancellation your booking deposit is non-refundable. As stated above your balance becomes due 56 days before your booked arrival date. Should you decide to cancel more than 56 days before your booked arrival date and you have paid the full amount you will receive 50% of the booking amount along with any paid security/housekeeping bond. Should you cancel 55 to 22 days before your booked arrival date you will receive 20% of the agreed rate, along with any paid security/housekeeping bond. Cancellation 21 days or less forfeits your rental payment and only any paid extras and security/housekeeping bond will be refunded.

23. Where guests are prevented from travel by their government or government applicable to Pavilion Cottage, you may be offered the option to transfer your booking to a later date within 18 months or a refund may be offered if a suitable date is not available. Please note there may be an additional charge to cover any increase in rates for the following year or moving to a different season.

## **Owner Liability**

24. The owner shall not be liable if the cottage is not available for your booking nor any loss or damage suffered by you caused by any circumstances beyond the owner's reasonable control (e.g. fire, flood, water damage, exceptional weather conditions, power-cut, broadband outage, infestation, act of war, terrorism, disease outbreak, government restrictions).

25. If for any other reason beyond the owners' control the property is not available on the date booked, in the event that the circumstances are covered by the owner's insurance policy, alternative accommodation may be offered until such time as the cottage becomes available during the booking period. If no such accommodation is available, in the event of a successful insurance claim the owner will refund any money paid with respect to the booking and the hirer shall have no further claim.

26. The owners take great care that the information they provide is accurate. However, they cannot be held responsible for any inaccuracies or for their judgement of the qualities of the amenities in the area.

**Dumfries and Galloway Short-Term Lets Licence No. DG01262F**