

Glennerrick House Terms and Conditions

Bookings are subject to the following terms and conditions:

Bookings

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates.
- The contract binds you & 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 & conditions of booking.
- Failure to disclose all relevant information or to comply with these terms may lead to termination of the contract & loss of the booking.
- Full payment is required at the time of booking, which includes the full cost of accommodation plus the cleaning fee and a refundable damage deposit.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance. We will never do this without first discussing it with the guests, with suitable notice.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to the owners or their representatives and we will endeavour to put matters right.
- Any complaints not reported to us/the property manager at the time of occurrence and only reported after the client has returned from holiday will not be considered by the proprietor.

House Keeping and general rules

- Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them.
- Please ensure the accommodation is in a clean and tidy state (as you found it) at the end of your stay.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Candles are a significant fire risk and are strictly forbidden anywhere inside the house or garage.
- Upon check out we would like to remind guests to empty bins and take all bin bags down to the blue and green bins at the end of drive.
- Please leave kitchens as you found them, and if possible, it would be most appreciated if you could please strip any beds that have been used/ slept in.

- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- We ask all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.
- Thank you very much for looking after our wonderful house.

Check-in and Check-out (including late checkout)

- Check-in time will normally commence at 4pm on the day of arrival, unless otherwise agreed with the owners,
- Guests are required to vacate the premise by 10am on the day of departure. This is to allow sufficient time for the accommodation to be thoroughly cleaned and prepared for incoming guests.
- If a late check-out is requested and agreed with the owners, expect cleaners to arrive and commence turnover from any time after 10am.

Additional Guests

- The maximum number of persons using the accommodation at any time must not exceed 16 (including children) unless you have a prior agreement with the owners. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Extra guests are subject to an additional surcharge.
- Please preapprove with the owners if you intend to have more than 4 visitors to Glenerrick House during your stay.
- Please note that visitors intending to stay overnight must be pre-agreed with the owners and may be subject to an additional surcharge.
- Please do not move any furniture from one room to another.
- Please remove shoes before entering the house.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Replacement costs of any keys or fobs issued that are not returned at the end of your stay will be charged to you.
- The client may under no circumstances re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building, grounds or hot tub/pool provided they have not caused the breakage due to misuse.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.

- The owners are not responsible for the loss of any personal belongings or valuables of the guests.
- All inventory must remain on the premises and not taken off under any circumstances.

Smoking and Vaping

- **Vaping or smoking anywhere inside the premises is strictly forbidden.**
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments.
- This must be strictly adhered to and any damage or extra cleaning caused due to smoking or vaping activities will be at your expense.
- Outside the premises are a number of designated smoking areas with sand buckets for cigarette butts/ends. Please make use of these.

Pets

- **Pets are NOT allowed** unless prior agreement from the owners has been provided.
- This must be strictly adhered to and any damage or extra cleaning caused by your pets will be at your expense.

Refunds and Cancellations

- All cancellations must be notified in writing.
- A full refund will be given for cancellations if the cancellation request is made 30 days or more in advance of the check-in date for your stay at Glenerrick House.
- A 50% refund will be given for cancellations if the cancellation request is made less than 30 days but greater than 14 days prior to the check-in date for your stay at Glenerrick House.
- **No refunds** will be provided for cancellations made within 14 days before the check-in date of your holiday.
- We advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control.
- Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.

Damages, Breakages and Theft

- 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 the owners in full for any loss that we may incur as a result.
- Please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately (Tel: 0790 1229 548) so that we can take the appropriate action.
- A security deposit is required and will be returned within 14 days of the end of your holiday, less the cost of damage, breakages or theft.
- If the security deposit is insufficient to cover the cost of damage, breakages or theft you will be charged for the difference.
- If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out.

Hot Tubs use rules

- Please avoid using glass or sharp objects near the hot tubs as this represents a significant hazard to guests and may damage the hot tub pumps
- If it is found that hot tubs have been damaged due to broken glass or misuse by guests, all repair expenses will be charged to you.
- To avoid this please only use the plastic glasses provided (found in each kitchen) in and around the hot tub.
- Guests must shower to rinse off creams, lotions, makeup etc before entering the hot tubs.
- Please see Glenerrick House folder for full more detailed hot tub and sauna information.
- Guests are responsible for the safety and security of their children at all times. **Never leave children without adult supervision.**
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.

Facilities – BBQ, Darts, table tennis

BBQ

- Please use the barbecue responsibly
- Use the designated barbecue utensils and clean and oil the barbecue after use.
- An additional gas bottle (green) is found in the garage if you run out of gas. Please advise the owners if you use this gas bottle so the empty bottle can be refilled

Darts

- Darts and a darts board are found in the garage in bay 1, darts are found in one of the drawers.
- Please use responsibly and return all darts to the drawer after use.

Table Tennis

- A table tennis table is found in garage in bay 1 / 2, bats and balls are also provided.
- Please use responsibly and return all bats and balls to where you found them after use.

All other relevant and helpful information regarding your stay at Glenerrick House should be found in our House Folder which will be sent electronically to all guests upon booking. It also includes many local recommendations of tourist attractions and local activities ideas to make your stay as magical and wonderful as possible.

We are more than happy to answer any questions you have! Please email us at glenerrickhouse@gmail.com or call on 0790 122 9548