

**Terms & Conditions for renting**  
**'Airebroc', 5 Crowlista, Uig, Isle of Lewis**  
**Date prepared: September 2013**  
**(Applicable thereafter)**

**Making a reservation**

Contact us to check availability either by phone (020 8546 0990) e-mail or letter. We can send you a booking form by post, or you can download it by visiting the Availability page on the Airebroc website ([www.airebroc.co.uk](http://www.airebroc.co.uk)).

Your preferred week(s) will be provisionally reserved for 10 days, giving you time to send off your deposit or full payment and your completed booking form. When we receive your payment (deposit or full amount, whichever is sooner) we will confirm your booking and this will be shown up as blocked out in red on the availability page on our website. All bookings are per week (or weeks) from Saturday to Saturday.

If we have heard nothing from you for more than 10 days from making a provisional reservation, your preferred week will revert to being available for others to book.

**Deposit**

We ask for an initial deposit of £150 per week of your stay to reserve your booking. This is a 'good housekeeping' deposit charged in addition to the rental charge, and we will return it to you after your stay in full, unless a charge for any damages or breakages needs to be deducted from it, in which case we will discuss this with you and agree an appropriate amount.

The full rental charge must be paid eight weeks prior to your arrival date. (All bookings made within eight weeks of arrival date are payable in full plus the deposit.)

Payment from overseas can be arranged – please ask us for IBAN account details.

**Cancellation**

If you are required to cancel a reservation for any reason, please notify us by telephone immediately and confirm your cancellation in writing within 5 days. In the event of a cancellation we will make every effort to re-let the property and we will reimburse the cost of the let less the deposit if the property is successfully let to another party.

If we are unable to re-let, cancellation costs will be made as follows: if it is more than 8 weeks before your booking commences, you will just lose your deposit. If it is less than 8 weeks you will lose the full rental you have paid us. We would therefore strongly advise that you take out travel insurance cover against illness, etc.

**Changing the date of your booking**

You can change the date of your booking providing the alternative date you require is free, and that you contact us immediately to ask for our agreement to the change.

**Arrivals and departures**

The house will be ready for you from 4 pm, and the property must be vacated by 10 am on the day

of departure to allow time for preparing the house for the next party. The keys to the house will be left on the kitchen table.

Please let us know in advance your estimated time of arrival. If you find that you are late or lost, please telephone and we will do what we can to assist.

### **Cleaning**

Please leave the house clean and tidy on departure, just as you found it on arrival. We reserve the right to make a charge for extra cleaning if this proves necessary.

### **Pets**

No pets are allowed in the house.

### **Smoking**

No smoking is allowed inside the house.

### **Damage**

If anything has been damaged or needs replacing, please inform us immediately, and also leave a note on the kitchen table prior to departure. Damage and losses will be charged.

### **Occupancy**

The occupancy should not exceed the number stated on the booking form, nor can you significantly change the make up of the party during your stay. However, if you find you need to increase the number of people or change the make up of your party please contact us as soon as possible.

### **Vehicles/ Personal Property**

Clients are recommended to take out holiday insurance to cover loss or damage to personal effects as well as cancellation and curtailment insurance. Vehicles, accessories and contents are left at their owners risk. The proprietors will not be responsible for any loss or damage or any injury to persons not caused through the fault of the proprietor.

To minimise the cost and inconvenience of cancelled bookings we would strongly advise you to take out holiday insurance.

### **Access**

You must allow us, or our representative, access to the house at any reasonable time during your stay (eg to read the meter, reset fuses etc).

### **Restriction on rental**

We reserve the right to remove person or persons from the property due to unreasonable behaviour, damage to the property or exceeding the stated occupancy. In this case refund will be at the discretion of the owners.

### **Availability**

Each booking is made in good faith with the belief that the cottage will be available to the client on the date stated on the booking form.

If for any reason due to circumstances outside our control (eg fire, theft or damage), the cottage is not available, we will make every effort to inform you as soon as practicable, and fully refund the money you have paid us. You will have no further claim against us.

To improve your stay at the cottage, we reserve the right to alter or amend the facilities made available at the cottage.

### **Safety**

The cottage is provided with emergency torches, smoke and carbon monoxide detectors and a fire blanket and fire extinguisher in the kitchen. As mentioned elsewhere, smoking is not allowed indoors.

We would ask you and your fellow guests (particularly children) to take care outside. Please do not climb the stone walls, fences etc, either on our property or elsewhere in the village.

### **Airebroc information document**

You must read the Airebroc house information on arrival. If it is missing or you cannot find it, please notify us immediately – we will arrange for a copy to be sent.

### **Web site**

The information on the Airebroc website is given in good faith. All links to other websites are intended to help you plan your holiday and enjoy your stay, but please check their content, availability, charges etc yourself to make sure you have the latest information.

### **Liability**

We cannot be held responsible for the failure of public services (water & electricity) or any disturbance which is beyond our control, or closure of shops or amenities described on our website.

### **Noise**

Crowlista has a small population and the houses are spread out. Nevertheless it can be very quiet at night and sound carries a long way. We would ask you to refrain from late night noise, particularly outside.

### **Internet**

There is free use of the internet in the house. The internet service is via a radio link and is not particularly fast, and there is a monthly cap on the amount of bandwidth allowed. This means it is not suitable for downloading large media files (video, film, music, BBC iPlayer etc), but works fine for email, internet browsing etc. We reserve the right to charge for excessive use if we find that pro rata monthly allowance is not going to be available to other guests.

### **Leaving the house secure and departure day**

Theft on the Western Isles is very rare: nevertheless, for your own peace of mind we recommend that you keep the property locked when it is unoccupied. The exception to this is on the day of departure when ordinarily we would ask you to leave the keys on the kitchen table. However, if you are staying between the months of September to March, we will let you know if we require you to leave the keys somewhere else, for example with a neighbour.

In the winter months we will ask you to turn off the water supply under the kitchen sink, but we will contact you by phone if this is the case.