

Lochhouse Farm

Retreat Centre
Beattock, Moffat
Dumfriesshire
DG10 9SG

www.lochhousefarm.com

Email: cottages@lochhousefarm.com

Tel: 01683 300451 Mobile 07798 800934

SELF- CATERING BOOKING FORM

Thank you for your enquiry.

If you would like to book please complete the form and return to Martin Brown in the enclosed envelope.

Please read the booking conditions attached. If you wish to arrive before 4.30pm on the day then this must be by prior arrangement. Please depart by 10.00am on your last day.

Look forward to hearing from you, yours sincerely, Martin Brown

PAYMENT by Card - Please detail below.

Cheques payable to Lochhouse Farm Retreat Centre please

Surname: (Contact person for my family/group)

Forenames: (Mr/Mrs/Ms)

Address:

..... Postcode:

Telephone: Car Reg. No:

Number People – Adults: Child 0 – 2 yrs: Child under 14:

Number of pets:

Accommodation required SWALLOW COTTAGE or
HERON COTTAGE

Start date: End date: Number of nights:

Total due = I enclose deposit of (25%) =

(NB Balance is due 2 weeks before arrival or payment in full is required if booking less than 2 weeks before arrival)

I have read the attached terms and conditions for this hire:

Signed: Print Name: Date:

Where/how did you find us?

Look forward to hearing from you, yours sincerely, Martin Brown

PAYMENT DETAIL

Type of Accommodation - B&B or Self Catering Cottage or Small Conference
*NB – Full payment for Self Catering Cottage and Small Conference is due 2 weeks before arrival.
B&B balance should be paid on arrival*

I enclose a cheque for Full Payment/Deposit (please delete as required) £

Name (as shown on Card):

Type of Card: VISA / MasterCard / Delta / Maestro / Solo / other

16 digit Card Number 3 digit Security Code:

Start Date (debit cards only) MM/YY Issue Number:

Expiry Date MM/YY:

Signature: Date:

CONDITIONS OF HIRE

Definitions

"We" "us" "our" means Lochhouse Farm Retreat Centre – Owners Martin & Mary Brown, Lochhouse Farm, Beattock, Moffat, DG10 9SG, Tel: 01683 300451

"Property" is as referred to in the Confirmation Form i.e. Heron or Swallow Cottage

CONTRACT

The Contract is subject to Scottish Law

1. You agree to hire the Property subject to its availability, the Confirmation Form and subject to these conditions. No contract subsists without a completed Confirmation Form issued and signed by us. Nothing in these conditions however affects your usual statutory rights as a consumer. You must check your Confirmation Form carefully. We cannot accept bookings from anyone under the age of 18.

PERIOD OF HIRE

2. Hire commences, unless otherwise notified, at 4pm on the day of arrival and terminates at 10am on the day of departure. If your arrival is likely to be delayed you must contact the Owner in advance otherwise access to your accommodation may be denied. Special arrangements may apply for Short Break Bookings. Please contact us in the event of any query.

PAYMENT

3. If the booking is made more than 2 weeks before the start of the rental 25% of the rental fee is payable. The balance is payable 2 weeks before the start of the rental. Non-payment of the balance of the rent on or before the due date shall be construed as your cancellation of the booking. For bookings made less than 2 weeks from the start of the rental the total fee is payable at the time of booking. No cheque can be accepted for bookings made less than 1 week before commencement of the rental. **Cancellation Insurance is recommended.**

4. We may pass on to you any bank charges and other costs we incur if payment is made in a foreign currency or any other method not normally accepted by us. If the bank returns your payment unpaid we may charge an additional £40 administration fee. We do not at the present time accept Credit Cards

BOOKING VARIATIONS BY YOU

5. Once a booking has been confirmed in our Confirmation Form

should you require us to amend it, transfer or re invoice you then a fee of £10 will be payable in addition to any difference in price. Where we cannot amend a booking we reserve the right to regard the request for an amendment as a Cancellation. (Please see under clause 6 below).

CANCELLATIONS

By you

6. Any cancellation made by you shall be in writing and addressed to us at the above address. We will seek to re-let the property and upon a re-letting will refund all monies paid by you less an administration charge of £25 per booking. If we succeed in re-letting only in part you will receive only a pro rata reimbursement less the £25 administration charge. If we are unable to re-let the Property for the period booked all monies paid will be retained by us

By us

7. If we have to make alterations to your holiday we will inform you as soon as possible and, although alterations happen rarely, we will offer you accommodation of a similar type, standard and in a similar location (though we may charge you an additional price). If you do not accept the alternative booking we shall treat your original booking as cancelled and refund any monies paid to us.

NUMBER OF PERSONS IN PROPERTY

8. Your party may not exceed the stated capacity in terms of number of people as advertised on our website. Babies under 2 are not considered for these purposes. The owners shall be entitled to terminate the hiring without notice and without refund in the event of a breach of this condition

LINEN AND TOWELS

9. Bed linen and towels are provided

DAMAGE TO THE PROPERTY

10. The hirer shall keep the premises and all furniture, fittings and effects in the same state of repair and condition as at the time of initial occupancy (reasonable wear and tear expected). You will be liable for any damage or breakages to or in the Property. We reserve the right (with or without notice if notice is not practicable) to enter the Property to deal with emergencies or repairs as they arise. The Property must be vacated in a clean and tidy condition.

DEATH, PERSONAL INJURY AND LOSS OF PROPERTY

11. We shall not be liable to you for the death or personal injury to you

or any member of your party unless in our case it results from our negligent act or omission and in the case of the Owner his/her negligent acts or omissions. You must take all reasonable steps to safeguard your vehicle and property and neither we nor the Owners shall be liable for any losses charges or costs arising in respect thereof unless in our case, it is caused by our negligence.

BASIS OF OCCUPANCY

The accommodation is let as short term holiday accommodation for the agreed term only and no tenancy or other long term relationship is created.

PETS

12. Pets welcome by arrangement. Pet baskets are mandatory as pets are not allowed on bedding or chairs. Pets must not be left unattended.

COMPLAINTS

13. If you have a complaint you must notify the Owner or his or her representative immediately.

DATA PROTECTION POLICY

14. In order to process your booking we will need to store and process personal data concerning you and your party. These details will not be passed on to any third party.

DISCRETIONARY AVAILABILITY

15. We reserve the right to refuse access to Properties where we consider that you and your party are not suitable to take charge of it. You will be reimbursed your booking fee and we shall not be liable further. Where we consider that any of your party are guilty of unreasonable behaviour or likely to damage the property or give rise