

### *Terms & Conditions*

**Booking** - Glen Tanar Estate (G.T.E.) only accepts firm bookings when made on the Booking Form and when accompanied by either the deposit or, if booking less than 12 weeks in advance, by payment in full. A full payment will be treated as both an initial and balance payment, in the system outlined below.

**Initial Payment** - A deposit of 40% of the hire charge is required before a booking can be accepted. This can be made by cheque or by Credit Card (Visa, Access, Mastercard or Eurocard only). We also take Debit Cards (Maestro, Visa Delta or Solo. Not American Express).

**Balance Payment** - On receipt of your completed booking form and deposit or full payment we will send a receipt for the payment and confirm your booking. The balance is payable 12 weeks before your holiday, directions are sent on receipt of the balance.

**Arrival and Departure** - Bookings can be from Saturday to Saturday, or Sunday to Sunday unless agreed otherwise. The accommodation must not be entered before 16:00 hours on the day of arrival and must be vacated by 10:00 hours on the day of departure. Some of the houses are accessed by estate roads.

**Cancellations** - Once a booking has been confirmed by G.T.E. a contract has been made; the deposit cannot be refunded thereafter, and the balance of the hire is due not less than 12 weeks before the start of the let. However, if written notice of cancellation is received G.T.E. will attempt to relet the accommodation; although no guarantee of successful re-letting is given. In the event of re-letting taking place the deposit only will be retained and any balance will be returned to the hirer. We do however advise you to take out your own holiday insurance cover in the event that you have to cancel.

**Pets** - Dogs are allowed by prior arrangement in some of our properties only at a cost of £10 each (not Butler's Lodge). Guide dogs are free. Kennels are provided at some of the holiday cottages (not West Lodge). Please ask for details when booking.

**Smoking Policy** - Butler's Lodge is a no smoking property. However ashtrays are provided in other cottages. We would ask guests not to smoke in the bedrooms in the interests of their safety.

**Responsibilities of Hirer** - The accommodation must not be used by more than the maximum number stated in the Brochure. The accommodation must be left clean and tidy. G.T.E. reserves the right to charge for any additional cleaning required. The hirer is responsible during the period of hire for any losses or damages to furniture, fitting or structure, or any other property of G.T.E. or associates, whether caused wilfully or not. Any such loss or damage must be repaired, replaced or paid for by the hirer, to the satisfaction of G.T.E. In the event of any damage occurring please notify the Caretaker or office immediately.

**Property** - G.T.E. does not accept responsibility for loss or damage to personal property or vehicles.

**Payments** - Cheques and Credit Card payments should be made out to Glen Tanar Estate

**Prices** - All prices quoted are per week. Please call us if you are interested in a short break.

All rents include ELECTRICITY, OIL, LOGS, LINEN, TOWELS and VAT at 17.5%, where applicable.

Televisions in all properties. Payphones in all properties except Rowan Cottage, Butler's Lodge and Candycraig.

Cots and high chairs are available for all Cottages except Rowan Cottage.