



## Terms and Conditions of Let

### Lodges and Holiday Homes

#### What's included:

- Lodges and holiday homes are available from **Saturday to Saturday (4pm on the day of arrival to 10am on the day of departure)** unless otherwise agreed.
- Duvets, pillows, bed linen, a bath mat, oven gloves, a drying up cloth, liquid hand soap, washing up liquid and basic cleaning materials are provided in both the lodges and holiday homes.
- The lodges are all electric, and the electricity is paid for via a £1.00 coin meter.
- The holiday homes have both gas and electricity, which is included in the price.
- Towels are not provided.

#### Occupancy:

- Lodges sleep a maximum of **4 adults** and holiday homes **2 adults plus up to 3 children**.
- Because Dyemill is primarily a family holiday site we regret we are unable to accept bookings or multiple bookings from groups such as stag, hen or golfing parties.
- We do not accept bookings for short or long term lets for any reason other than holidays.

### Payment

- Payment of a 30% deposit will ensure the lodge or holiday home is held on a provisional basis. Confirmation of the booking is subject to acceptance of our full terms and conditions.
- Once we have confirmed the booking the hirer (the person who has made the booking) is liable for the full balance 30 days prior to the booking start date.
- Non-payment of the balance without prior agreement will mean the booking is invalid and we reserve the right to re-let the lodge or holiday home. The deposit will not be returned.
- Should you choose to pay in full at the time of booking, the payment is deemed as a 100% deposit until we have confirmed your booking.
- If you cancel a confirmed booking you will remain liable for the FULL cost of the accommodation. We will try to re-let the lodge or holiday home, and if successful will make a full refund. However, re-letting is not guaranteed, so you may wish to consider covering this liability with an insurance policy.
- If we are prevented due to circumstances beyond our control such as fire damage, storm damage or the interruption of utility supplies from putting the lodge or holiday home at the disposal of the hirer, the rental charge will be refunded in full, and the hirer will have no further claim against us.

### Children

Dyemill welcomes families with children of all ages and hope they will enjoy our natural woodlands and areas set aside for wildlife. In the interest of their health and safety and well being and that of our other guests:

- Young children must be supervised at all times by a responsible adult whilst within Dyemill grounds.
- Older children are welcome to explore within the Dyemill grounds with the permission of their parents or guardians who will remain responsible for their children's health, safety and wellbeing at all times.



# DYEMILL LODGES



## Children cntd...

- All children must be supervised whilst on the bridge at the front of the property.
- The large burn (including its banks) running under the bridge is dangerous and is strictly out of bounds to all children and other guests. (From the top of the site looking towards the entrance, the rear and right hand side boundary is either the small burn or fence where present; and the left boundary is a wire fence. Areas beyond these are private property).

## Dogs

Dyemill welcomes well behaved **adult dogs** by prior arrangement. An additional charge will be made for each dog.

- All dogs **MUST** be kept on a leash and in control whilst on the Dyemill grounds at all times.
- Dogs must not be allowed to bark and create a nuisance to other guests
- Dogs must not be left unattended at any time unless a suitable cage is used and the dog does not become distressed.
- Strictly supervised tethering of smaller dogs may be allowed but only with our prior agreement.
- Owners must ensure that at no time their dog interferes with or distresses our pet cats and hens (which are allowed to roam freely), and Dyemill's prolific wildlife such as red squirrels, pheasants and hare.
- Dogs must not be allowed on the furniture, into bedrooms or onto spare blankets provided for the use of guests.
- Unfortunately we are not able to provide feeding bowls and bedding for dogs so such items should be brought with you. Dogs must not be allowed to use any crockery or utensils provided for the use of guests.
- Dog owners are responsible for picking up and disposing of any mess (poo) made by their dog/s in the Dyemill grounds.
- Dog owners should note that the fencing around Dyemill is not dog-proof.

## Your safety and enjoyment

At Dyemill we want all our guests to enjoy our lovely woodland surroundings and peaceful holiday setting. Because our lodges and holiday homes are based in a natural setting which is designed to attract wildlife and foliage guests are reminded that woodland areas may contain:

- Unseen or hidden tripping or slipping hazards such as tree stumps, fallen branches, stones, clumps of vegetation, drainage gullies etc.
- Water hazards including drainage ditches, burns/streams, muddy or boggy areas, runoff from rain etc;
- Debris heaps comprising branches, twigs, leaf litter and other collected and accumulated natural waste.
- A variety of plants which may be thorny, stinging, poisonous or could cause an allergic reaction e.g. salmonberry, brambles, stinging nettles, thistles, water hemlock, gunnera, and others.
- Paths to the lodges are comprised of pebbles and gravel. Wooden step retainers and path edgings may be slippery, particularly when wet, and care should be taken not to step on them.
- The large burn (including its banks) running under the bridge is dangerous and is strictly out of bounds to all guests.

It is very important to us that all our clients enjoy their holiday at Dyemill, so in the interest of the other guests, we request that undue or excessive noise be avoided particularly during late evening or night time.



## **General**

- The hirer is the individual who made the booking, and person held to be responsible for the hiring party.
- The hirer is responsible for the condition of the property and its contents during the hire period. When vacated at the end of the booking period, the lodge or holiday home must be in a clean and tidy condition.
- The hirer should advise one of the site managers of any breakages or damage as soon as feasibly possible so that repair or replacement can be made without delay. The hirer will be charged for any items needing replacement for reasons other than normal wear and tear.
- We reserve the right to refuse to hand over a lodge or holiday home to any person or persons who in our opinion are not suitable to take charge. In such cases a refund of 70% of the rental charge will be made and the liability of the management company to provide accommodation will cease.
- A breach of any of the above conditions will be viewed as a breach of contract and the management company reserve the right to refuse to hand over a lodge or holiday home or to terminate the occupancy/booking of the lodge/s or holiday home/s. In such cases a refund of up to 70% of the rental charge may be made and the liability of the management company to provide accommodation will cease.
- Dyemill Lodges (Arran) Ltd and its employees will not be held responsible or liable for any direct or indirect loss or damage which may be sustained by any individual or their property (including vehicles) whilst on the Dyemill site.
- The rental of a Lodge or Holiday Home from Dyemill Lodges (Arran) Ltd for the agreed letting period is for holiday purposes only under schedule 4 Section 8 of the Housing (Scotland) Act 1988.

