



Ramerish Retreat  
Lochenbreck, Laurieston  
Castle Douglas  
Dumfries and Galloway  
DG7 2PY  
Tel 07515 825 876

Self-catering Cottages Booking Form and Terms and Conditions

Please reserve: Ramerish Retreat

Dates..... To  
..... (Available from 3.00 pm)

(Please vacate by 10.00 am) Pets (max. 2) Highchair and/or Cot required .....  
Total cost is £..... I enclose herewith my deposit of £ ..... (30% of the total) or payment in full if less than 8 weeks away. Cheques should be made payable to Jennifer Wilson. All payments must be in £ sterling by cheque or BACS (payable by a bank in Gt. Britain). If booking from abroad please contact us for further details. We strongly recommend that you take out cancellation insurance to cover your stay. My party will consist of:

..... (Adults) ..... (Teenagers) ..... (Children under 13) ..... (Babies) .....  
(Dogs)

Please name your party

.....  
.....  
.....  
.....  
.....

Please state how you heard of us

.....

I have read the Booking Terms and Conditions and agree to be bound by them. Signed

..... Name ..... Address

.....  
.....

Postcode ..... E mail .....

Tel/Fax ..... Date

.....

Jennifer and Andrew Wilson, resident proprietors

Lochenbreck Cottage, Laurieston, Castle Douglas, Dumfries and Galloway, DG7 2PY, tel 07515825876

## TERMS & CONDITIONS

This booking contract is between J&A Wilson, the owners of Ramerish Holiday Lets and the person completing this booking form and all members of their party (referred to as “you” or “your”). The contract will be subject to these booking terms and conditions and must be complied with. The party leader must over the age of 18 years at the time of booking.

1. Accommodation - is available from 3pm on the first day of booking. By 10am on the day of departure, the accommodation must be vacated and the equipment, furniture and premises handed over in as good a condition as they were taken over.
2. Care of the property - you agree to (a) leave your cottage in good order and in clean condition as found, otherwise a cleaning charge will be levied; (b) to pay for any loss or damage caused by you, excluding reasonable wear and tear, during occupation.
3. Number of persons using the cottage booked – there must be no more members in your party than the cottage is designed to accommodate and must be listed by name on the booking form.
4. No Smoking Policy – all our cottages is non-smoking. Smoking is not allowed under any circumstances. If evidence of smoking is found a charge of £100 will be made to cover cleaning and refurbishment costs.
5. Pets – pets are not allowed onto the furnishings or into the bedrooms and bathrooms. Pets must not be left in cottages unattended. They must not be allowed to foul anywhere on the premises. Accidental fouling must be removed immediately.
6. Right of entry – A&J Wilson Ramerish Holiday Lets or their representatives to be allowed access to the cottages during stay.
7. Termination of Stay – A&J Wilson Ramerish Holiday Lets reserve the right to terminate your stay if you or members of your party are believed to be causing a nuisance to other guests or are not treating the property with due respect. You are expected to maintain reasonable behaviour whilst staying at Ramerish Retreat
8. Liability – The use of the accommodation and its associated facilities are entirely at the users risk and no liability can be accepted for death, injury, and loss or damage to users or their belongings including vehicles, motor cycles, boats etc. The owners shall not be liable to you or any other member of your party for any loss or damage to you or your property however caused.
9. Children – The grounds of Ramerish Retreat are contained in fencing/dyke. Within and out with the grounds children play with caregivers consent and supervision.
10. Cancellation – By making your booking our agreement is a legal contract and the deposit is non – refundable. In the event of a cancellation by telephone, which must be confirmed in writing, you will be liable to pay the total amount due. If we manage to re-let the accommodation the re-letting price achieved will be returned to you less your 30% deposit. Cancellation insurance is not compulsory, but it is strongly recommended to protect against the cancellation penalty.

11. Cancellation by Owners – We reserve the right to refuse any booking or to cancel any bookings already made subject to refunding any sums you have paid in full without further liability on our behalf. If for any reason the booked accommodation is not available; liability shall be limited to a full refund of the monies paid to A&J Wilson Ramerish Holiday Lets.

12. Amenities – Every effort has been made to ensure that all advertised amenities are available but no liability can be accepted for any omissions.

13. Final Payment – The final balance of the total cost of your stay is due eight weeks before the date on which it is to commence. Failure to ensure that such payment reaches the owners by that date may result in the cancellation of the stay and the cottage will become available.

14. Complaints – We above all want you to have a wonderful time at Ramerish Retreat. If for any reason you have a complaint please let us know as soon as reasonably possible, and in any event before departure, to allow remedial action to be taken. We undertake to repair or replace any faulty equipment with all due diligence. However, no claims will be entertained in respect of equipment which remains faulty beyond our control.

15. Your data is stored in the email account or in a locked file. It will be kept no longer than necessary in order to comply with legal obligations. We will not pass any of your data on. You will only be contacted by Ramerish Holiday Lets in regards to your stay.

BACS Details

SC 83 17 05

Acc 00662645