



Self-Catering Cottages Booking Form & Terms and Conditions

Ramerish Holiday Cottages Booking Form

Customer Details

Title: _____ First Name: _____ Surname: _____

Phone Number: _____

Mobile Number: _____

Email Address: _____

Car Registration: _____

Address: _____

_____ Post Code: _____

Booking Details

Please Reserve: Ramerish Retreat

Dates: From: _____ To: _____

Additional Requirements: Cot Highchair

My party will consist of: _____ Adults _____ Teenagers

_____ Children under 13 _____ Infants

_____ Dogs (Maximum of 2 dogs)

Please provide the full names of the members in your party:

Please let us know how you heard about Ramerish Holiday Cottages:

Total Cost: _____ £ _____

Deposit & Payment

A 30% deposit is payable at the time of booking, unless the booking start date is less than 8 weeks away, then the full balance is payable at booking.

I enclose herewith my payment being:

- 30% deposit in the amount of £ _____
- Full Balance in the amount of £ _____

Payment made by:

- Cheque
- BACS

Cheques

Payable to Jennifer Wilson

BACS Payment

Payable to: **Mrs J Wilson**
Royal Bank of Scotland
Sort Code: 83-17-05
Account No: 00662645

All payments must be in Sterling Pounds with BACS payments being made from a Bank in Great Britain. If you are making your booking from overseas, please contact us for further details.

Other Goods and Services - Communication Permission

We may like to contact you about goods and services offered by us which may be of interest to you.

Please tick here if you **do not** want us to use your personal data to contact you by electronic means with information about goods and services similar to those which were the subject of a previous sale to you.

Please tick here if you **would** like us to contact you with information about other goods and services which we feel may be of interest to you.

Booking Terms and Conditions

Please ensure you thoroughly read the Booking Terms and Conditions set out below before proceeding with your booking. Please then sign below to confirm that you have done so.

I have read and understood Ramerish Holiday Cottage Booking Terms and Conditions and understand these Terms and Conditions must be adhere to throughout my stay at Ramerish Retreat.

_____ (Signature)

_____ (Date)



Ramerish Holiday Cottages Booking Terms & Conditions

Booking Conditions

This booking contract is between J & A Wilson, Ramerish Holiday Cottages, referred to as “we/us/our”, and the person completing this booking for and all members of their party, excluding children under 18 years of age, referred to as “you/your”. The contract will be subject to these booking Terms and Conditions and must be adhered to.

Ramerish Holiday Cottages is a family run business offering self-catering holiday accommodation. Our guest’s enjoyment and safety is paramount and therefore we ask that you read the following Terms and Conditions before making your booking.

We reserve the right to ask guests who contravene these Terms and Conditions or, who in any other way are behaving in a manner likely to cause distress or nuisance to other visitors to leave the accommodation immediately. In these circumstances the holiday ceases and we shall not be liable for any extra costs incurred by you. We would ask that you familiarise yourself with our Booking Conditions and contact us if you have any queries whatsoever.

Your Booking

The person who signs the Booking Form is responsible for the booking and must be 18 years of age or older. Only the people named on the Booking Form may stay with us. Your booking is personal to you and you cannot assign or transfer it to any other person. There must be no more members in your party than the cottage is designed to accommodate and all guests must be listed by name on the Booking Form. We reserve the right to refuse any booking. Please make sure that you book all the dates you need as we are not able to guarantee that we will be able to extend your booking.

Deposits and Balances

A 30% non-refundable booking deposit is payable at the time of booking. The full balance is due 8 weeks prior to arrival. We are not required to send you a reminder. If the full balance is not received by this date, then we may cancel your holiday and retain your deposit as our cancellation charge. We will confirm the cancellation to you in writing either by email or letter.

This Contract

This Contract is with Ramerish Holiday Cottages. A contract exists as soon as we have issued our confirmation and you should please check this carefully to see that it reflects your wishes. Please inform us of any discrepancy within 7 days, unless your holiday is due to start within 14 days, in which case you should inform us within 24 hours. The Terms and Conditions do not affect your statutory rights.

The Price of the Holiday

Our prices include VAT. Once you have made your booking and paid a deposit of 30% the price of the holiday will not be subject to any change.

Arrivals and Departures

Check-in is from 5pm. You must tell us if you are likely to arrive later than 10pm. If we have not heard from you within 24 hours of your expected arrival, we may release your booking.

You must vacate the accommodation by 9:45am on the day of departure otherwise an additional night will be charged. On departure, the equipment, furniture, and premises should be left in the same condition as found. If any items have been damaged during your stay, please let us know as soon as possible to enable us to replace or repair this prior to the next guests arriving. Damages caused by you, excluding reasonable wear and tear, will be chargeable. A cleaning charge will be payable if your accommodation is left in such a condition where additional cleaning measures are needed.

Changes Caused by Exceptional Circumstances

We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.

If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us, or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.

If the law prevents us from performing our obligations under these Terms and Conditions **at all**, for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are your responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequence, for example because you are legally required to self-isolate) and any restrictions arising from your chosen career.

Either of us has the right to cancel your holiday, or unused days, if the law prevents you from visiting or staying with us or because we are no longer able to provide your holiday for any other reason outside our control. Again, we prefer you postpone but will always allow you to cancel where the law gives you the right to do so.

If you decide to cancel in any of these circumstances and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ("Direct Costs"). We will not be liable to make any other payment to you.

Either of us may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund your booking in full including any deposit. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administrative fee and we will not deduct any Direct Costs. If you cancel in these circumstances, we will refund on the same basis but may deduct any Direct Costs. In neither case will we be liable to make any other payment to you.

Other Cancellations

We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the date it is received by us.

If you cancel your holiday, cancellation charges are payable as follows unless you are doing so because we are in serious breach of our obligations in these Terms and Conditions, or you are doing so due to "Changes Caused by Exceptional Circumstances".

On cancellation, up to 28 days before holiday is due to commence – full balance refunded less 30% deposit.

On cancellation after 28 days before holiday is due to commence – no refund.

If we are able to re-let your accommodation to a third party, we will get in contact with you and, up to the re-letting price achieved, less a £50 administration and remarketing fee will be refunded to you.

You are not entitled to any refund if you or any of your guests leave before the end of your holiday, unless you are doing so due to "Changes Caused by Exceptional Circumstances", or we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.

We may also cancel your holiday if you breach any of these Terms and Conditions and no refund will be given.

We strongly recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us.

Complaints

We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 28 days of your departure and we will try to help. Please refer to:

Jennifer Wilson, Proprietor
Telephone: 07515 825876
Email: enquiries@ramerish.co.uk

Personal Data

The information supplied on the Booking Form will be stored on computer and/or in a locked file for administrative purposes. Under no circumstances will this information be provided to a third party. We may from time to time wish to send you news of special offers on our accommodation. If you wish to receive any communication from us, please annotate the appropriate box on the Booking Form. For the purposes of the Data Protection Act 2018 the signing of the Declaration on the Booking Form signifies your assent to these terms.

Any personal data you give to us will be processed in accordance with the law and our privacy policy which can be found here – [\[LINK to website page\]](#)

Communications

We agree that any letters or other communication between us shall be sent using the details for you on the Booking Form. Email may be used.

Our Promise to You

We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, providing you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.

We will provide, maintain, and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purpose of repair or development or for other reasons caused by exceptional circumstances outside of our control.

Your Promise to Us

You agree that you will:

Keep to these Terms and Conditions.

Stay with us only for holiday and recreational purposes.

Pay promptly for your holiday and other charges due to us.

Not cause any damage during your stay.

Not make any alteration to any part of the accommodation or surrounding property land.

Holiday Behaviour Standards and Termination

These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the premises at the time.

You agree to, and you must make sure that you, your party, and any visitors (including, in each case their children) keep to the following standards of behaviour:

To act in a courteous and considerate manner towards us, our representatives and anyone working on the accommodation, including other guests.

To supervise children so that they are not a nuisance or danger to themselves or anyone else both within the accommodation and outside in the grounds of the premises.

Not to:

Commit any criminal offence (whether or not in the accommodation or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);

Use the accommodation in connection with any criminal activity or commit any other criminal offence (i.e. any offence not already subject to the above) at the accommodation or in its vicinity;

Commit any acts of vandalism or nuisance in the accommodation or in the grounds;

Keep or carry any firearm or any other weapon on the premises;

Keep or use unlawful drugs on the premises;

Create undue noise or disturbance or commit antisocial behaviour on the premises;

Carry on any trade or business on the premises;

Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the accommodation.

You agree that if you or any of your family members or visitors or guests whom you have invited to the premises break the behaviour standards listed above then we may terminate your booking.

Dogs

If you bring your dog with you when you stay with us, we ask:

That you do not leave your dog unattended at any time in the accommodation.

That dogs are not allowed onto the furnishings, or into the bedrooms or bathrooms.

That dogs do not foul anywhere in the accommodation and that accidental fouling be removed immediately.

No Smoking Policy

There is strictly no smoking in our holiday accommodation. If evidence of smoking is found, a charge of £100 will be payable to cover any cleaning and refurbishments costs.

Keys

We hold a key to all accommodation we own. If you are staying in our accommodation, we may use the key for any purpose authorised by you, for example if you ask us to give access to an authorised visitor. We may also use the key in an emergency, such as an immediate concern for health and safety of any person, to carry out urgent repairs or preventative work, or to check and secure the accommodation if it appears to be insecure. We will take reasonable care when accessing the accommodation.

Forgotten Something?

If, when you get home, you find you have left something with us, please don't panic. Give us a call and we will see if we have it. If we do, we will pack it up for you and you can organise for a courier to collect it. There is no charge for this service. Unfortunately, due to the complexities of Royal Mail parcel service, it is not possible for us to pack and post items. We would however be more than happy to hold them for you for your next visit.

Liability

Ramerish Holiday Cottages cannot accept responsibility for temporary non-function of facilities or for theft, damage or injury, howsoever caused. All persons, cars and vehicles of any description together with their contents enter the premises at the owner's risk.

**Ramerish Retreat
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Laurieston
Castle Douglas
Dumfries & Galloway
DG7 2PY
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Email: ramerishlets@gmail.com**