

Booking Terms and Conditions – September 2023

Property - Willowbank, Dervaig, Isle of Mull – PA75 6QW

1. Acceptance of Conditions

1.1 This contract is for a short-term holiday rental between the owners of Willowbank (referred to as “we” or “us”) and the person making the booking and all members of the party (referred to as “you”, “your”, “yourselves” and “guests”) under the following booking conditions. Scottish Law applies.

1.2 The person names on the booking form is the “responsible person” and agrees to take full responsibility for ensuring the terms and conditions of the booking are adhered to by all the guests in the property. The responsible person must be at least 21 years old and personally staying in the accommodation throughout the duration of the booking.

1.3 All members of the party must be aware of and accept the booking terms and conditions.

1.4 The property shall be used as a holiday rental only and for no other purpose. Amplified music should not be played in the garden. Causing a nuisance or disturbance to neighbours or unreasonable behaviour may result in us requesting you to leave.

1.5 Sometimes it may be necessary to gain entry to the property while it is being let (for example for tradesmen to make repairs). We reserve the right to enter the property at any reasonable time on giving reasonable prior notice or in the case of emergency.

1.6 No Pets are allowed in the property.

1.7 No smoking is allowed throughout the property, if any guests smoke outside the property please ensure all debris is cleared away responsibly.

2. Responsibility

2.1 You accept the responsibility for personal property of guests is solely theirs. Vehicles are left at their owner’s risk, parking for the property is on the public road. Please make sure to pull in as close as possible to not cause an obstruction – emergency vehicles etc may need to be able to pass. Please keep the front of the cottage clear so next door can access to and from their home as well. Please note the space behind the cottage does not belong to Willowbank.

2.2 At no time during the period of the booking may children or young teenagers be left in the property on their own. On arrival at the property it is the parents’ or guardians’ responsibility to carry out a risk assessment of the building and garden identifying any potential issues of safety for their children. Please note there is a small stream which runs past the property at the end of the garden.

2.3 We do not accept any liability for any accident or injury which may occur to guests while occupying the property.

3. Fees

25% Deposit is payable at time of booking.

Payment should be made by bank transfer to
Lesley Western Sort code – 60-83-71 Account Number – 22634868

Full payment is required 6 weeks before arrival date.

In the event of a booking being made within 6 weeks of the arrival date full payment is required at the time of booking.

Failure to pay the deposit or the balance in full by the due dates will constitute a cancellation of the booking by you and the cancellation policy will apply.

4. Cancellations

4.1 Cancellation insurance is not included in the booking fee and we strongly recommend you take out appropriate holiday insurance.

4.2 If you cancel your booking with more than 6 weeks notice the deposit will be refunded.

4.3 If you cancel a booking within 6 weeks of the scheduled arrival date we will do our best to rebook the cottage but if we cannot rebook then the deposit cannot be refunded.

4.4 For any non-arrivals the full amount of the booking will be due.

4.5 We will make every effort to ensure the property is available for the dates booked, however if in the event of unforeseen circumstances the property becomes unavailable we will return all money paid and we shall not be under any other liability.

6. Property

6.1 The guests should make every effort to keep the property, fixtures, fittings and all contents in the same state of repair and condition as at the start of the hire period. Any breakages should be reported to us as soon as possible to allow us time to try and obtain replacements for future guests. We reserve the right to charge for damages or breakages.

6.2 We retain the right to make an additional charge for cleaning should the property not be left in a similar condition to that at the start of the hire period detailed in the booking.

7. What is and is not included in the rent

7.1 The rent includes bed linen and towels for use within the property only.
If required please bring your own swimming or beach towels.

7.2 Reasonable usage of gas and electricity are included in the cost of the rental.
A starter supply of logs for the wood burning stove will be provided – additional requirements should be purchased by yourselves.

7.3 The property electrical sockets **MUST NOT** be used for the charging of electric vehicles.
Public charging points are available in the car parks in Tobermory (Ledaig), Ulva Ferry, Craignure next to the CalMac office and Fionnphort.

7.3 Nursery equipment / high chair / travel cot etc are not provided and if required should be brought by yourselves.

7.4 Freesat television is provided in the property and access to internet channels is available under your own subscriptions.

7.5 Wi-Fi is provided in the property however we cannot be held responsible should the broadband signal become unavailable. Guests accept to use this access to the internet fairly and appropriately.
The internet access provided is intended for general use and light media streaming, it is not suitable for heavy and extensive usage.

PLEASE NOTE there is very limited mobile phone reception at the property (occasional reception at best)

8. Arrival and Departure

8.1 Access to the property will be from 5pm on the day of arrival.

8.2 Please ensure the property is vacated by 10am on the day of departure.

8.3 Any lost door keys will incur a charge of £25 / key.