

## Booking Admin Standard terms of rental

All guests agree to these during the booking process on the Booking Admin platform. Owners may have their own terms or rental if using the bespoke booking platform designed around their own website and branding.

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In these booking conditions, 'you' and 'your' and 'guest' or 'guests' means all people named on the booking form (including anyone who is added or replaced at a later date). 'Agent' means Booking-Admin.com. 'Owner' means the owner of the holiday home, cottage, apartment or log cabin. 'Property' and 'Accommodation' means the holiday home, cottage, apartment or log cabin. 'Booking' means the rental period that has been booked.

Booking-Admin.com is a trading name of Gael Property Care Ltd who act to process your booking on behalf of the owners only. Any contract made is between the Guest and the Owner.

Your Booking should be for holiday purposes only unless otherwise agreed in writing. The lead guest, who has placed the booking, must be over 21 years of age.

Information you provide will be forwarded to the Owner of the Property who may contact you with regard to your forthcoming Booking.

Bookings are only available in relation to Accommodation and do not include any flights, transport or transfers to the Property.

**Payments:** A deposit, usually a percentage of the total rental, will be detailed on the Owners website and/or booking calendar. The final balance will be due prior to the start date of the rental. The payment date of the balance will be detailed on the Owners website and/or booking calendar.

**Refundable security deposit:** The Owner may require a refundable security deposit to be paid as an additional amount above the rental tariff. Should this be the case this may be due either as part of the deposit or final balance payment. The Owners website and/or booking calendar will detail any amount due and the date it will be due.

**Cancellation:** If the Guest has to cancel the Accommodation Booking for any reason, immediate notification to the Owner and Agent is required. The cancellation is effective from the date the Owner and Agent receives the email/written notification. The cancellation will be acknowledged by the Agent by email or in writing. Cancellation policies may differ between properties. The policy will be detailed on the Owners website.

**PLEASE NOTE:** No refunds will be given for early departure. Depending on the reason for cancellation, you may be entitled to claim from any cancellation policy or holiday home insurance you have. We strongly recommend that you take out Cancellation Insurance.

**Payment Fees :** Payments made by debit card and UK bank account transfers are not subject to a fee. Payments made by credit card on through our website are subject to a supplemental charge of 2.5%. All card transactions not made through our secure payment server on our website are subject to a supplement of 0.5% as an addition to that detailed above. All payments made through our website are processed through Verified by Visa / MasterCard SecureCode and do not attract this

additional fee. Refunds on Refundable Security Deposits will not include any card payment fees already paid.

**Alternative Accommodation:** Occasionally, it may be necessary to make a material change to the Accommodation Booking arrangements for reasons outwith the control of the owner such as flooding or a sudden failure of heating. In this event, the Owner will work with the Agent and will endeavour to offer alternative Accommodation of a comparable standard and price to the Guest. Should the only alternative property be of a higher price, the Owner and Agent reserves the right to charge the difference. The Guest has the right to decline the alternative Accommodation for whatever reason (e.g. price, unsuitability etc.) in which case the Agent will refund the full amount paid, but no other compensation would be payable. The liability of the Agent is limited to, and cannot exceed, the amount paid by the Guest.

**Responsibilities of the Guest:** The guest undertakes to keep the accommodation and all furniture, fixtures and fittings in the same state of repair and condition as at the start of the rental and to leave the accommodation clean and tidy upon departure. The number of persons using the accommodation at any time must not exceed the maximum number as stated on the booking form or on the website. There is no smoking allowed inside any property booked on our or any partners website/s. The guest is not to cause an annoyance or become a nuisance to occupants of adjoining premises during their stay. The rental of the accommodation is for holiday purposes only and no work or business is to be conducted from the property unless agreed by the agent or owner prior to booking. If there is a breach in these conditions the agent reserves the right to request credit card details of all guests paying by bank transfer or charge the guest's card a fee to cover all costs for any extra labour time needed to clean and prepare the property for the following incoming guests or to right any damage to the Property or contents. A charge may also be made for breach of no smoking policy. You will be informed of any charges in advance.

In the event of breach of these terms and conditions the guest/s may be required to leave the Property during the period of the Booking without compensation.

**Changing a Booking:** If the Guest wishes to make a change to their arrival or departure date after the Booking confirmation has been issued, this is only possible subject to availability of the same property, agreement with the Owner and payment of an administration fee of £30.00 to the Agent. Confirmation in writing and the administration fee must be received by the Agent before a revised Booking confirmation can be issued. The Guest will not be able to select alternative Accommodation from that originally booked as this would be regarded as a Cancellation (see Cancellation Terms).

**Access to Accommodation:** The Owner or their representative is allowed to access the Accommodation at any reasonable time during occupancy given early prior notification to the Guest. The Accommodation and its use are subject to the conditions and regulations of the respective local laws.

**Special Requirements:** Where the Guest has special needs, such as a Property suitable for the disabled or any other specific requirement, the Owner will try to accommodate accordingly. Such requirements must be specified at the time of Booking. The Owner or Agent cannot accept responsibility for special needs, unless specified during Booking and confirmation is given by the Agent. If the Guest suffers from allergic reactions please take note that although certain Accommodations are advertised as NOT allowing pets, the Owner or Agent cannot guarantee that pets have never been in that Accommodation and cannot be held liable in such circumstances.

**Complaints Procedure:** In the event of any problem arising on agreed arrival date or during the holiday, the Guest should immediately bring this to the attention of the Owner or its representative. The Agent regrets that claims for compensation cannot be considered after the Accommodation holiday Booking has ended if there was no such prior notification. All letters or emails sent to the Agent will be copied to the Owner for their comments and response. The Agent can only act as a mediator in these situations to try to facilitate an outcome satisfactory to both parties.

**Access & Departure:** Entry and departure times will be detailed on the Owners website and/or on the booking calendar.

**Right to Refuse Entry:** The Owner or their representatives reserve the right to refuse admission or entry to the Accommodation to all or any persons, and may require all or any persons to leave the Accommodation, without refund, whom they consider to be in a material breach of these conditions. This includes persons who cause a nuisance or damage to holiday accommodation or conduct themselves in an offensive or disorderly manner. In such event the Owner or Agent will not be liable for making any payment to the Guest and will retain all monies paid by the Guest.

**Alterations & Amendments:** Every effort has been made to ensure that information on all websites is correct at the time of publication or at the time of inspection of the Accommodation and all this information and statements made by representatives or employees of the Agent are made in good faith and the Agent cannot be held liable for minor changes.

**Liability:** Any liability of the Agent and any associated partners of the Agent for any damage, expense or loss of any nature whatsoever, suffered by any person from any cause, and are excluded as far as permitted by the law.

**Force Majeure:** The Agent shall not be liable for changes, cancellations, or any other effect on the holiday, due to any event, which with all due care could not be foreseen or avoided.

Final provisions: If any provision is invalid or unenforceable, the remaining provisions shall remain in force and effect. Any invalid or unenforceable provision shall be replaced by a valid provision, the effect of which is the closest possible to the intended purpose and effect of the invalid or unenforceable provision. All disputes arising out or in connection with this contract will be governed by Scottish Law. Place of jurisdiction is the domicile of the Agent to the extent allowed by law.