

# KILLEAN ESTATE FARMS

## Booking Conditions and General Information

*All bookings are subject to the Terms & Conditions stated below. Please ensure that you read through these comprehensively and then sign your booking form to confirm your acceptance.*

### **Shortbreaks**

Short-breaks are available for a minimum of a 3-night stay. These can be booked throughout the year, with the exception of peak periods. Please confirm the price by telephoning the booking office, prior to sending a deposit. Subject to availability.

### **Accommodation**

All of our cottages and villas are fully equipped and exceed the recommendations of the Scottish Tourist Board. If you would like a full inventory of what equipment is supplied, please do not hesitate to ask.

Each of our cottages state the number of people they cater for in the description. If a cot is requested, then a baby will be allowed in addition to the normal number of persons permitted in the cottage/villa. Guests are welcome but the maximum capacity must not be exceeded overnight.

### **Gas, Coal, Oil and Electricity**

Gas, oil and electricity are included in the hire charge. Coal and/or wood for the real fires is provided initially. If further quantities of coal/wood are required, this can be purchased on the estate for a nominal additional cost.

### **Linen**

Bed linen and tea-towels are provided in all of the cottages and villas. Bedding and pillows are cotton, duck feather or synthetic. Please inform us in advance of any allergies to feathers (or other) so that we can ensure that an alternative is provided (subject to availability). We do not supply bedding for cots.

Towels are provided in the Villa House and Killean House, but not in other properties due to limited laundry facilities. Guests staying in the Garden House, Dolls Houses or Gate Lodge are kindly requested to bring your own towels, however, we are able to provide these if informed in advance (subject to availability).

### **Travel Cot and High Chair**

These are available if required (subject to availability) but should be requested when making your booking. These meet current British Standards.

### **Pets**

We apologise but for the comfort of all of our future guests, we do not allow pets in any of our cottages and villas. Kennels are provided (subject to availability)

### **Boats & Jet Ski's**

It is possible to bring your boat or jet-ski. Please contact us at the time of your reservation for further details regarding storage and launching.

### **Special Requests**

We care about your comfort and the total enjoyment of your stay. If you have any special requests, or if there is any circumstance that you feel we should be made aware of, please inform us at the time of booking. We will make every reasonable effort to meet your requirements.

### **How to make a Booking**

Please contact us to check availability and make a provisional booking. You must then forward your booking form and deposit to us within 10-days. A 20% deposit is required (£50 minimum) unless your booking is less than one-month away, in which case the full balance is required. Your booking will be deemed provisional until a signed copy of the booking form (and references, if required) is received together with the deposit. The booking form and deposit payment must be returned within 10-days to comply with these conditions; thereafter we reserve the right to re-let the booking date.

All bookings are accepted at our discretion. Upon receipt of your booking form and payment, we will send confirmation of your booking. This will advise you of the balance due, which must be paid 30 days prior to your arrival. No reminders will be sent. If your balance is not received, we reserve the right to re-let the cottage/villa without further notice to you. Your deposit will be forfeited.

### **Payment**

All payments must be made in Sterling. We are only authorised to accept cash as a means of payment up to a limit of £500. Payment can be made by cheque, debit card or credit card. (Cheques should be made payable to 'Killean Estate Farms')

### **Cancellation**

Your booking is a binding contract with us. If you wish to cancel your holiday after the booking has been made, this must be done in writing to us. We strongly recommend cancellation insurance to cover unforeseen circumstances. In the event of cancellation of the booking more than 3 months before arrival, Killean will endeavour to re-let the date(s) and may refund part or all of the deposit received in the event of a re-let, at its discretion but only where those date(s) have been re-booked at a fee no less than the fee due by you.

In the event of cancellation within 3 months of the arrival date(s), the deposit will be forfeited. Only at our discretion, may we offer alternatives to this.

If at any time after a booking has been made, Killean have good reason to believe that the function for which the booking has been made is not likely to be of a nature appropriate to Killean, or is not likely to be conducted or organised in a proper or suitable manner, then Killean may cancel the booking by providing written notice and the booking shall be deemed cancelled immediately following notice, without incurring any further liability of any nature whatsoever. No refunds will be given.

### **Conduct and Damage to Property**

We have lovingly refurbished our cottages and villas and ask that you treat them with the tender loving care that they deserve. In making this booking, you accept to keep the furniture, utensils, equipment and fixtures and fittings in the same standard of condition and cleanliness as at the commencement of your stay. We reserve the right to levy an additional charge for excessive cleaning charges after your occupancy.

Upon arrival, we request that you take a moment to check through the cottage/villa to observe that everything is working correctly and the cottage/villa is to your satisfaction. Please notify us immediately of any faults or broken items. If during your stay, you discover any problems, or something is broken, please notify us immediately, so that we can rectify this as soon as possible and arrange for replacements.

In the event of your or your guest's behaviour being unacceptable, Killean Estate Management reserves the right to insist on the offending individual(s) immediate departure and any licence granted to the individual (whether express or implied) shall be revoked immediately. You (the guest) undertake to indemnify Killean against all costs, losses and expenses incurred by Killean Estate, in making good any breakages or damage resulting directly or indirectly from the behaviour or conduct of you or your fellow guests. Killean advises that you should take out your own insurance to cover this and other eventualities. Corporate events require £10 million pounds public liability insurance.

### **General**

- (a) The hirer or its agent is required to notify Killean no later than 30 days before arrival of all equipment they are intending to hire or arrange for their stay. Killean has discretion to refuse to allow inappropriate equipment or entertainment in Killean House, the estate or its properties. Equipment that is brought onto the estate requires all relevant safety certification and contractors to be fully trained in its construction/use.
- (b) Children under the age of seven can only attend events in **Killean House** by prior arrangement and only in exceptional circumstances.
- (c) Smoking is not allowed within any of our properties.
- (d) Fireworks are not permitted within Killean House or any of the estate properties.
- (e) Press releases or any material that is to be published in any form can only be done so with prior written authority from Killean Estate Farms.
- (f) Alcohol cannot be brought into Killean House without prior written agreement.
- (g) Clients who use Killean House as a venue should note that numbers are restricted to a maximum of 200 guests in the evening. A full list of both daytime and evening guests must be provided for security purposes.

### **Liability**

Killean shall not be liable for any consequential or indirect loss or damage suffered by the hirer or their guests howsoever arising whether or not caused by Killean's negligence.

### **Force Majeure**

Killean shall not be liable for any failure to provide access to or use of Killean House or any of the estate properties arising from circumstances outside our control, including for example acts of God, war, riot, explosion, abnormal weather, or natural physical disaster, fire, flood, strikes, impossibility of the use of the Hall or Government, or Government agency, action or regulations.

### **Disclaimer**

Whilst Killean has taken all reasonable steps to ensure that the information contained in its brochure, supplements and advertisements is correct, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice, if absolutely necessary.

### **Communication and information**

For the purposes of the Data Protection Acts, all personal and other information and details collected by Killean Estate Farms during the course of its business will not be disclosed to third parties or other agencies without prior consent from you, unless required by law. We reserve the right to use your information to inform you about Killean Estate in the future, however, should you wish to be removed from our mailing list you may request this in writing at any time.

### **Contact Addresses**

For all enquiries and to forward your booking form and deposit, refer to booking office.

#### **Bookings Office:**

Killean Estate, (c/o Ruttle Group), Lancaster House, Ackhurst Road, Chorley, Lancashire, PR7 1NH.  
Tel: 01257 266511

#### **Estate Address:**

Killean Estate, Tayinloan, Kintyre, Argyll, Scotland, PA29 6XF.  
Tel: 01583 441294