

Terms and Conditions for Tobar na Mathar

These terms and conditions are also available on our website at:-

<http://www.tobar-na-mathar.co.uk/terms-and-conditions>

Making a reservation

- A non-refundable deposit of 25% of the holiday rental is required to confirm a reservation. The provisional reservation will be held for 72hrs to allow receipt of the deposit by PayPal, or by direct bank transfer (please ask).
- The balance of the holiday rental is payable six weeks before arrival.
- Bookings made within six weeks of arrival should be paid in full when making the reservation.
- Reservations are Saturday to Saturday during the high season, and short-term breaks (minimum of two nights) are available outwith the high season.

Cancellation policy

- Holiday insurance is not included, and you are advised to take out insurance (many UK annual policies cover pre-booked UK holidays).
- If we are able to re-let the property, then any payments you have made will be refunded, less 10%
- If we are unable to re-let the property, then any payments you have made will not be refunded. However, any payments you have made will be credited against any future booking within the next twelve months from the initial date of arrival.
- The owners are not responsible for any delays in your arrival due to ferries, weather, etc.
- Please pay the balance of your holiday rental on time, six weeks before arrival, or we will assume that you have cancelled. If you do decide to cancel for any reason, please let us know so that we can try and re-let the property. If we re-let the property, we will refund 90% of your payments if you tell us in advance.

Arriving and Departing

- Weekly lets start at 4pm on Saturday, but it may be possible to arrive earlier by agreement.
- Guests should vacate the property by 10am on the day of departure, this may be extended by prior agreement.
- Similar times apply to short-term breaks
- The property is suitable for two people, plus two more if using the sofa bed. Four is the maximum occupancy (plus a baby).

Children

- Kids are welcome, and usually have great fun.
- A few things to note: Climbing/playing in the garden area is at your own risk. The road at the front of the main house (the apartment is at the rear of the main house) has occasional traffic, and young children should not play there. There is a cattle grid which may deter youngsters from straying, but the onus is on parents to adequately supervise their children. The boundaries on two sides of the property are fenced and topped with barbed wire to keep sheep and cattle out.
- Inside the house, parents should be careful of little hands playing with pens, water, etc which could cause damage, for which parents are responsible.
- Babies are also welcome, please bring a suitable travel cot.

Dogs

- Well behaved dogs are welcome by prior agreement.
- Dogs are not allowed in the bedroom, nor to sit on lounge furniture.
- Owners should make sure that dogs do not foul the garden areas.

- The property is in a crofting community, and it is strongly advised that owners keep dogs on a lead at all times to avoid disturbing livestock. There are plenty of nearby beaches on which to exercise them.
- An additional (refundable) deposit of £50 is required, which will be returned if no additional cleaning is required because of the dog's visit.

Smoking

- Is not allowed anywhere inside the accommodation. This is not negotiable and anyone found smoking inside the property will have their holiday let immediately terminated.
- If smoking outside, please put extinguished cigarette butts in the refuse bins.

Sunday

- Is widely observed as a day of rest on the islands of Lewis and Harris, and we ask guests to respect this local custom, for example, by not playing loud music.
- Although there is a garage in Stornoway which sells fuel and basic supplies on a Sunday, other shops and most restaurants are closed (some hotels are open). It makes sense to get fuel on Saturday and shop at the two large supermarkets (Tesco, Co-op) which are open to 10pm.

Have a great holiday

- We enjoy having guests and (assuming we are here) offer to facilitate your holiday if we can (whilst respecting your privacy).
- If you are unhappy with any aspect of your stay, please let us know immediately and we will do our very best to resolve your complaint or query.
- In the event of adverse weather, we've provided films, music, games, internet, and books in the property. (there's a saying "there's no such thing as poor weather, only poor clothing!" Most guests are out enjoying the sights in all weathers).

General points

- The rental price includes heating, hot water, bed linen, towels, a welcome pack, and wi-fi internet (for email and browsing, we do not have the bandwidth or data limits for movie downloads).
- A welcome pack of tea, coffee, bread milk, etc (let us know your favourites), will get you started.
- There are two bicycles which are free to use, if available
- There is a folder of useful information in the property, such as local information, maps, recycling, etc. Please let us know if you want to know any of this before you arrive.

