



MAINS OF TAYMOUTH  
COUNTRY ESTATE & GOLF COURSE  
A Royal Westmoreland Highland Estate

**Effective Date: 24<sup>th</sup> June 2024.. The following supersedes all prior Terms & Conditions. By participating or continuing to participate after the effective date, you agree to the following:**

#### **MAXIMUM OCCUPANCY:**

12 persons	The Farmhouse
10 persons	Wester Bruadair, Easter Bruadair, Stables Cottage
9 persons	Mains Park Court
8 persons	Bruadair House, Granary Court, Skibo Lodge
6 persons	Atrium, Crannog Lodge, Capercaillie, Inchadney, Calm Waters, Tay View Lodge, The White House, Schiehallion, Tayside, Rivard
5 persons	Smiddy Cottage
4 persons	Archway Cottage, all apartments at The Gallops, 2 bed Maxwell Villas
2 persons	Bell Tower Cottage, The Bothy, 1 bed Maxwell Villas

*For occupancy purposes, **any child of two years or over** will be deemed to be one occupant  
Properties that sleep 10+ have 2 cots and all other properties have 1 cot.*

**Arrival time: 1600hrs Departure time: 1000hrs**

*By making this booking you agree to abide by the Terms and Conditions set out below.*

#### **TERMS & CONDITIONS**

- 1. Contract** - The Contract for a short-term holiday rental shall be made between the Client and Mains of Taymouth Ltd. The Contract shall be governed by Scottish Law. The contract will be deemed to be entered into when the initial deposit is processed and Mains of Taymouth Ltd issues confirmation. The Contract will be subject to all of the following booking conditions. By making a booking the client contracts on behalf of himself/herself and all those in his/her party and represents that he/she has the authority to accept these conditions on behalf of and binding upon all guests in his/her party. Bookings are accepted on the understanding that the property is taken for holiday purposes only and that, excepting babies, the number in each party is limited to the number of occupants stated on our website for that particular property. The lead hirer must be a minimum age of 21 years. The lead hirer is responsible for ensuring their party complies with any Scottish or UK Government directives or restrictions in place at the time of their stay.
- 2. Payment** - A deposit of 50% of the rental fee is payable at the time of booking and the remaining balance payable 6 weeks prior to the commencement date. For bookings made less than 6 weeks prior to the commencement date the total rental fee is payable at the time of booking. Payment can be made by debit or credit card in sterling (UK pounds), bank transfer, cheque, or cash. All card details are stored securely on our booking system should any Housekeeping deposit be applicable after departure. All cheque payments made to Mains of Taymouth Ltd. For any overdue balance payments, we reserve the right to charge £10.00 per day until settlement is received. We reserve the right to re-let the property if final payment is not received by the due date.
- 3. Cancellations** - Bookings can be cancelled at any time prior to arrival, any payments received are non-refundable and can't be exchanged for alternative dates, accommodation, goods or services. Most cancellations arise due to unforeseen circumstances therefore it is imperative Clients obtain appropriate holiday/travel insurance to cover any such circumstances including COVID related conditions. We don't sell insurance as there are many specialist providers. Any cancellation made by the Client, for whatever reason must be in writing, a £35.00 admin fee applies to all cancellations. Should we have to cancel your booking due to circumstances beyond reasonable control we will make every effort to offer alternative accommodation on site. If this is not possible all monies paid to us in relation to the cancellation will be fully refunded, our liability will not extend beyond this.
- 4. Pandemics, natural disasters, and global events** – Please ensure you have adequate holiday/travel insurance in place to cover such eventualities.
- 5. Over occupancy** – According to Scottish Fire safety regulations an occupant is defined as any person's ages 3 and above. Occupancy for each property is stated above. Properties that sleep between 1 and 9 people are allowed one infant under the age of 2 over and above the occupancy of the property. Sleep 10 and above properties are allowed two infants under the age of 2 over and above the occupancy of the property. Extra infants must be approved by reception at the time of booking. If you are found to be over occupying a property you may be asked to vacate the property with no refund issued.
- 6. VAT** - VAT is included in the rental fee where applicable at the current UK VAT standard rate. VAT number 886 3689 54
- 7. Period of Hire** - Rentals commence, at 4pm on the day of arrival and terminate at 10am on the day of departure. **The Lead Hirer is the only person that can collect the key unless Reception is otherwise informed prior to arrival.** On rare occasions, due to additional cleaning protocols and checks, the commencement time may be slightly later than 4pm. No compensation will be payable should such an occasion arise.
- 8. Hot Tubs** - Our hot tubs are drained and cleaned after every use. Appropriate chemicals replenished & hot tub refilled prior to each arrival. Your tub will not be ready for use until the morning after arrival. Please do not use any glassware in or around the hot tub.

Use at your own risk. Do not stand/sit on the hot tub covers, they will break and you may be charged up to £400 for a replacement. Hot tub covers are for insulation purposes and are not designed to support a person/s weight. In the unlikely event of an unforeseen malfunction (excludes user negligence) a refund of up to £100.00 may be applicable. Due to the peaceful location, hot tubs cannot be used between the hours of 10pm - 9am, any use during these hours will result in the tub being switched off for the remainder of your stay and no monies refunded. See separate terms & conditions.

**9. Saunas** - Please read the Sauna guidance provided in the guest information folder before use. In the event of an unforeseen malfunction (excludes user negligence) a refund of up to £100.00 may be applicable.

**10. Concerns** - Should there be any concerns during the occupation of the property, Mains of Taymouth Ltd should be notified immediately.

**11. Care of the property** - The Client shall take all reasonable and proper care of the property and its furniture, pictures, fittings, and effects in or on the property and leave them in the same state of repair and in the same clean and tidy condition at the end of the rental period as at the beginning, otherwise an additional Housekeeping charge may apply. We ask no furniture be moved within the property and no decorations be attached to walls or furnishings as this may cause surface damage.

**12. Good housekeeping deposit/breakages or damage** - Mains of Taymouth Ltd have the right to take a payment of up to £300 from the Lead Hirer's credit/debit card as a Good Housekeeping guarantee within 28 days of departure. Initial communication re any breakages/damages will be made within 48 hours of departure.

**13. Liability** - Mains of Taymouth Ltd, its employees and agents do not accept third party liability in respect of breach of contract, negligence, misrepresentation or otherwise and are not liable for any loss or damage to any client's property or any property belonging to a member of the client's party howsoever caused.

**14. Lost Property** - Whilst every effort is made to return lost property to its rightful owner Mains of Taymouth Ltd cannot be held liable for items left behind, damaged in storage, or lost in transit. Please contact us as soon as possible if you think you have left anything behind. We hold lost property for 1 month then dispose. Should you wish your item to be returned we kindly request that the cost of postage/packaging be paid for prior to returning your lost property. All perishable foods, including frozen items, are automatically disposed of at the departure day/time of changeover.

**15. Warranties** - Mains of Taymouth Ltd does not warrant and is not responsible for the accuracy of any verbal information given or statements made by any of its representatives.

**16. Right of entry** - Mains of Taymouth Ltd shall be allowed the right of entry to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

**17. Children** - Guests must accept responsibility for the safety of their children at all times whilst on the Mains of Taymouth Estate.

**18. Dogs** - Guests who bring dog/s must take full responsibility for their pet/s at all times and must pick up all fouling. Dog/s are allowed by prior agreement only. Guests must bring their own dog/s bedding & bowls. Dogs are not allowed into bedrooms or onto any furniture and must not be left unattended in the house at any time. Maximum of 2 dogs per property. Nightly charge per dog is £10.00. See separate terms & conditions.

**19. Groups / Celebration Parties** - While we welcome groups, and some celebration parties, we ask all guests to please respect the peace and tranquillity of the area and that noise be kept to a minimum with no noise/hot tub use after 10pm. Failure to observe these conditions may result in your party being asked to leave the accommodation. Reservations for same sex parties of 8 persons and above must be made by telephone to 01887 830226, failure to do so may result in your reservation being cancelled and loss of any monies paid.

**20. Insurance** - The guest is responsible for purchasing their own travel insurance policy before the start of the rental so they are covered for missed and delayed departure, cancellation and curtailment, personal items and transfer to hospital if needed. If the guest is a non UK resident then insurance is essential to cover any emergency medical assistance or treatment required during their time in the UK.

**21. Smoking** - Smoking is not permitted anywhere within the holiday accommodation.

**22. Wi-Fi** - You may access the Estate Wi-Fi during your stay. The Estate Wi-Fi is shared by multiple users so please do not download large files or stream excessively as Wi-Fi is limited in this area. Due to location faults beyond our control can occasionally occur. 4G is accessible in Kenmore depending on your provider / device.

**23. Discounts** - As a return guest you will receive a 5% discount. Only 1 discount can be applied per booking and may not be used in conjunction with any other offer/promotion.

**24. Keys** - One key is given on arrival. An additional key is available at £10.00 refundable deposit on return. Should key/s not be handed in on departure or broken key, a £25 per key payment will be charged.

**25. Electric Car Charging Points** - E.ON Drive have 6 points for public use located in the golf car park near Reception. Access to the E.ON Drive network is made via the network's smartphone app, by paying online or via RFID card. Mains of Taymouth Ltd accept no liability or responsibility for the provision or operation of, or parking, at said charging points which are used entirely at your own risk. Please note cars may not be charged at your self-catering accommodation. In the event of unauthorised charging a penalty charge of £50.00 will automatically be applied to the lead hirer's booking.

We aim to continually improve our Estate. The grass is cut weekly on a weekday and we may carry out ground works or improvements from time to time. We regret any inconvenience this may cause and trust that you will enjoy your stay nonetheless. As a destination venue, we may occasionally hold weddings/events which we trust will not cause any inconvenience to our guests.