

TERMS AND CONDITIONS
SHANNONVIEW SELFCATERING HOLIDAY HOUSE
BROCKA, BALLINDERRY, NENAGH, CO TIPPERARY E45 YX00

- A booking deposit of €150 is required to reserve accommodation. The owner will not confirm the booking until the guest's deposit payment is received
- The balance of the rental amount must be paid 6 weeks before arrival
- Notice of cancellation must be in writing (letter/fax/e-mail). The following cancellation charges will apply:
 - Over 6 weeks before date of arrival – full refund
 - 3-6 weeks before date of arrival – charge of 50 % of rental amount
 - 1-2 weeks before date of arrival – charge of 75% of rental amount
 - 1 week before date of arrival – no refund

It is strongly advised that guests take out holiday insurance to cover the possibility of cancellation charges

- The rental amount includes heating, electricity, bed linen and towels (for longer stays fresh bedlinen and towels will be provided every week) and final cleaning.
- The holiday house must be left as it is found (clean and tidy) and the cost of repairs to or the replacement of property will be the responsibility of the guest
- A security deposit of €150 must be given to the owner upon arrival in cash. This will be returned to the guest if the owner is satisfied that the terms and conditions of the rental have been complied with. In the event that the owner is unable to check the house at the guest's departure, the security deposit will be forwarded within 7 days.
- The possession of the house must be taken between 16.00hrs and

20.00hrs and the house must be vacated between 10.00hrs and 11.00hrs on the day of departure. It is recommended that the guests contact the Owner in advance to confirm exact time of arrival.

- The Owner accepts no responsibility for any loss or damage to personal belongings, baggage, vehicles and other property of any description left in the house during the stay. This shall be the risk of the guest at all times.
- Pets are welcome but have to be pre-approved by the owner. Pets are not allowed on the furniture.
- **PLEASE NOTE THAT THE HOUSE IS STRICTLY NON-SMOKING, AS THIS IS WHAT THE MAJORITY OF OUR GUESTS PREFER**
- The owner may at all reasonable times visit the cottage
- **The number of persons stated on the reservation form may not be exceeded in any circumstance**
- If the guest leaves the holiday house earlier than agreed (due to any reason), the guest has no right to a partial refund, this is at the sole discretion of the owner
- In the event of a complaint this must be made to the owner immediately and all reasonable steps will be taken to rectify the complaint (within the Terms and Conditions)
- In the event that a guest has any special requirements, this must be specified at the time of booking. The owner does not guarantee such requirements will be facilitated
- All information in respect of the property contained in the owner's advertising is believed to be correct at the time of printing. The owner will not accept any responsibility for any liability of any matter or occurrences beyond the owner's reasonable control including damage caused by extreme weather conditions, breakdown of appliances, wiring, plumbing etc.
- Should any events arise beyond the reasonable control of the owner which renders the house unavailable (e.g., flood, fire, storm etc), the

owner may have to cancel the guest's booking. All monies paid by the guest up to that time will be refunded in full, thereafter the guest shall have no further claims whatsoever against the owner.