

BALLACAIN COURTYARD COTTAGES
LITTLE MILL ROAD, ONCHAN, ISLE OF MAN, IM4 5BE
Tel/Fax: 44 (0) 1624 615 142
Email: ballacain@ballacain.co.uk

BOOKING PROCEDURE

BOOKING PERIOD

We will try to accommodate any period or any length of stay.

RESERVING YOUR CHOSEN PROPERTY

Before completing your booking form, please either telephone or email to ensure availability for the period you require.

Tel: 44 (0) 1624 615142 / Email: ballacain@ballacain.co.uk

PAYING YOUR DEPOSIT

Once we have confirmed availability and you have placed a provisional booking on a property, we then require a completed booking form and a £100.00 deposit.

If we do not receive this within 10 days from your telephone / email reservation, the booking will automatically lapse and you will not be notified. It is your responsibility to keep us informed if there is any delay in the sending of your deposit.

If your booking is to commence within 10 weeks, the full amount is payable.

PAYING THE BALANCE

Your balance becomes payable 10 weeks prior to arrival. We do not send out reminder letters/emails. Please make cheques payable to Ballacain Courtyard Cottages. For bank details for bank transfers please get in touch.

CANCELLATION OF BOOKINGS

It is essential that you cover your booking with cancellation insurance as both deposits and balances are nonrefundable in the event of a cancellation by you. Once you have made a booking the balance becomes payable on the date due even if you cancel.

CONDITIONS OF HIRE

1. The contract is between the Hirer and M&M.
2. Under no circumstances can the property be sublet, unless authorised by M&M.
3. Bookings are deemed provisional until the Booking Form has been returned along with i.) the required deposit or ii.) if the booking is made less than 10 weeks before the start date of the let, the full amount of the rent due.

4. The hiring Contract is made on the understanding that the property and its facilities as published will be available for the dates stated. In the unlikely event that the property is not available through events arising out of the control of M&M then the booking may have to be cancelled. The Hirer will be advised of any such circumstances as early as possible and will (where feasible) be offered alternative accommodation of a similar type, standard and price. If this is not feasible, or if the alternative offered is unacceptable to the Hirer, then M&M will refund all money in full – but the Hirer will have no further claims against M&M.

5. M&M regret that, once the full amount has been paid, they are unable to refund any money and strongly recommend that cancellation insurance is taken out.

6. Under no circumstances are more people than specified on the booking form to occupy the property as this affects our insurance.

7. The property is available after 2pm on the day of your arrival and must be vacated by 10am on the day of your departure.

8. M&M cannot accept any responsibility for any accident, damage, loss, injury, expense or inconvenience whether to person or property, which the Hirer or any other person may suffer, or which may occur arising out of or in any way connected with the letting, or resulting from any other cause whatever. Please ensure that you have adequate holiday insurance.

9. Value Added Tax (VAT) at 5% is included in all prices, unless otherwise specified.

10. The tariff quoted is fully inclusive, unless otherwise specified.

11. For the comfort of our guests, we do not allow smoking or pets in the accommodation.

12. In the event of a complaint, please notify M&M immediately.

13. Completion of the Booking Form implies acceptance of all the above conditions.

www.ballacain.net