

Contract

Between

Unique Irish Homes Ltd. (UIH), Clogheen, Shelbourne Road, Dublin 4, Ireland

And

The **Primary Contact** named below.

Important

- For insurance purposes, you must complete the Contact Details form at the foot of this Contract and return it to us. ***As soon as possible please.***
- This contract includes our mutual agreement about the numbers of guests as named in the contract. *Before your arrival additional people can only be added to the contract with the express consent of UIH and the owner. Failure to observe the agreed number of named guests will result in forfeit of your deposit.*

References to 'you' or 'your' are references to the person making the booking and all members of the holiday party.

1. Making your booking

When you book the property with us you should return the completed Booking Contract to us together with your payment for the initial deposit. Please note that the initial deposit is only refundable if you cancel your booking within seven days of receiving our written confirmation of your booking.

Your booking is made as a consumer for the purpose of a holiday and you acknowledge that no liability can be accepted for any business losses howsoever suffered or incurred by you.

You should carefully check the details of our contract and inform us immediately of any errors or omissions.

2. Paying for your booking

You are required to send to us your payment for the balance of the rental and the security deposit at six weeks prior to the arrival date as set out in our email confirmation. If you fail to make a payment due to us in full and on time we may treat your booking as cancelled by you.

We will hold the damage deposit to be applied against the reasonable cleaning and/or replacement of the property, furnishings, fixtures and fittings etc if damaged. We will return the security deposit to you within 7 days less any deductions that have been agreed on your departure date.

3. If you cancel or amend your booking

If you need to cancel or amend your booking you must telephone us on the number shown on our email confirmation as soon as possible.

You will also be required to confirm your cancellation in writing or by email to the addresses shown on our email confirmation. A cancellation will not take effect until we receive written/email confirmation from you.

If you cancel your booking within seven days of receiving our email confirmation, we will refund the balance of any money you have paid us. After such period, if you cancel your booking more than six weeks prior to the arrival date, we will retain the initial deposit and refund the balance of any money you have paid to us.

If you cancel your booking less than six weeks prior to the arrival date, we reserve the right to retain the Initial deposit and the rental. If we are able to secure an alternative booking for the property, in these circumstances, we will refund the rental (less any additional costs incurred) to you.

4. If we cancel or amend your booking

We would not expect to have to make any changes to your booking, but sometimes problems occur and we do have to make alterations or, very occasionally cancel bookings. If this does happen, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your booking and, if it is necessary to cancel your booking, we will refund the balance of any money you have paid us.

5. Your accommodation.

You can arrive at your accommodation after 16:30 hours on the arrival date of your holiday and it would be appreciated if you could leave promptly by 10:00am on the departure date as this will enable the housekeeper to complete the cleaning process in time for the next booking. Should you have need to exceed the 10am departure time, please let us know well in advance.

6. Your obligations.

You agree to comply with the Regulations set out in the property manual and any other regulations reasonably made from time to time and ensure that they are observed by all members of your party.

You agree to keep and leave the property and the furnishings, kitchen equipment, crockery, glasses, clean and in good condition.

You agree not to cause any damage to the walls, doors or windows of the property, nor to do anything that may be reasonably considered to cause a nuisance or annoyance to us or to any other occupier of adjoining or neighbouring properties.

You agree to take all necessary steps to safeguard your personal property. No liability to you is accepted in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

You agree to ensure that each member of your party is covered by comprehensive travel insurance and health insurance (including evacuation and repatriation coverage).

You cannot allow more people to stay in the property than expressly authorised, nor can you significantly change the makeup of the party during your stay in the property, nor can you take your

pet into the property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

You agree to allow us or any representative of ours access at any reasonable time during your stay for the purpose of essential repairs and garden maintenance.

7. Complaints

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If however, you have any cause for complaint it is important that remedial action is taken as soon as possible.

It is essential that you contact us if any problem arises so that it can be speedily resolved. It is often extremely difficult (and sometimes impossible) to resolve difficulties properly unless we are promptly notified. Discussion of any criticisms with us whilst you are in residence will usually enable shortcomings to be rectified straightaway. In particular, complaints of a transient nature (for example, regarding preparation or heating of the property) cannot possibly be investigated unless registered whilst you are in residence.

If any complaint cannot be resolved during your holiday, you must write to us with full details within 28 days of the end of it.

8. Our liability

Our maximum liability for losses you suffer as a result of us acting in breach of these terms and conditions is strictly limited to your payment received on foot of the booking.

9. Law

The contract between you and us is governed by the law of the Rep of Ireland and we both agree that any dispute, matter or other issue which arises between us will be dealt with by the Courts of the Rep of Ireland.

Contact Details form

***Primary Contact**

***Name of Property:**

***Booking ID#:**

Contact Telephone Numbers:

***Names of other persons in party:**

Additional information / changes to booking details supplied:

*I have read the Contract's Terms & Conditions, attached and I warrant that I am over 18 years of age. Please proceed with my booking.
