

TO OUR GUESTS:

Apologies for this very formal document; however, to protect guests, the owners and agents, the following EYRIE PENTHOUSE and EYRIE PENTHOUSE/TIR NAN OG TERMS & CONDITIONS document must be available to all parties When you make a booking, the booking confirms that you have read and accept the following Terms & Conditions.

The following abbreviations EP & EP/TNO will serve to describe the two booking accommodation rental options.

TERMS & CONDITIONS

CANCELLATION, POSTPONEMENT AND INTERRUPTION POLICY

1. In general, the fees and charges paid for weekly holiday rentals at are non-refundable with some exceptions. All payments must be received within the specified period in our confirmation email to you or your booking.

TRAVEL INSURANCE: FOR YOUR PROTECTION, WE REQUEST THAT ALL GUESTS PURCHASE A TRAVEL INSURANCE POLICY AT THE TIME OF BOOKING, IN ORDER TO PROTECT YOUR HOLIDAY

A GUEST may request to transfer the booked rental period to another person designated by the GUEST; however, the Owners or Agents of EP & EP/TNO are not required to agree to such transfer, and may refuse to make such transfer for any reason whatsoever. Should the EP & EP/TNO Owners or Agents agree to such a transfer, there will be an administrative fee of £50 required to be paid before such a transfer takes place.

4. An "**Interruption**" is an event which occurs when a GUEST misses a portion or segment of the holiday rental period once the holiday rental period has begun . The Owners or Agents of EP & EP/TNO shall have no liability, and will give no compensation, for any Interruption.

5. If a GUEST(s) by choice, or as a result of events (other than a decision by the Owners or Agents of EP & EP/TNO covered by Paragraph 2) wishes to Cancel or Postpone any holiday rental period and 1) the GUEST did purchase travel insurance, 2) the travel insurance does not provide coverage for the Postponement or Cancellation, 3) the GUEST has a Replacement (person designated by GUEST to take GUEST's place for the holiday rental period and 4) the Replacement has fully paid all fees (the full price) to the Owners or Agents for this holiday rental period, then if all of the preceding four conditions are met, the EP & EP/TNO Owners or Agents will refund all money to the GUEST that the GUEST has paid to the EP & EP/TNO Owners or Agents less a £50 processing fee and less any non-refundable or non-transferable fees or charges of any other supplier or vendor that is contracted to provide services with respect to the holiday rental period.

6. The EP & EP/TNO Owners or Agents reserve the right to (1) Postpone & move to a later time; (2) Alter or Change ALL OR ANY PART of the holiday rental period, for any reasons that include, but are not limited to, actual or threatened illness, injury, Acts of God, natural disasters, man made disasters, acts of war, acts of terrorism, civil unrest, police actions, severe weather, disease, plague, release of toxic chemicals or other events which are beyond the control of the EP & EP/TNO owners or Agents or if in the EP & EP/TNO Owners' or Agents' sole determination and judgment, such a Postponement or Alteration or Change is necessary for reasons of safety. Furthermore, the EP & EP/TNO Owners or Agents may make other and further minor Alterations and Changes to ANY PART of the holiday rental period due to problems with vendors or sub-contractors. In these instances, the EP & EP/TNO Owners or Agents shall

grant no refunds. In the event that the EP & EP/TNO Owners or Agents cancel a holiday rental period (for the above reasons in this Section 6) the GUEST has a choice of transferring their payments to a future holiday rental period (within 12 mos.) without any further fees or increase in tariff, or receiving reimbursement from their Travel Insurance Policy under the terms of the insurance cancellation policy.

7. The EP & EP/TNO Owners or Agents are pleased to welcome mature adult GUESTS who are in reasonably good health, and/or under managed medical care and who have no difficulty walking in rural terrain.

8. The Owners or Agents welcome one or two mature adult persons to enjoy a holiday rental at EP & EP/TNO. If, for any reason, a GUEST(s) is/are causing disruption or exhibiting unruly behavior, the EP & EP/TNO Owners or Agents reserve the right to remove such a GUEST(s), at his/ her/their own expense, with no redress to the EP & EP/TNO Owners or Agents.

9. No pets of any kind are allowed in the EP & EP/TNO nor any pets of any kind may stay on the property in any alternative shelter in deference to guests who have allergies and/or sensitivity to animals, birds or any other pets. If a pet of any kind is found in the EP & EP/TNO anywhere on the property it will be removed at the pet owner's expense. Any cottage cleaning/ damage or property clean-up/damage resulting from this breach will be paid for in full by the pet's owner without exception.

10. These terms and conditions shall be interpreted and construed under the laws of the State of Oregon, USA and Scotland without regard to conflict of law principles. A GUEST(S) expressly consent(s) to jurisdiction of the Courts in Benton County, in the State of Oregon, United States of America, and in Scotland for all matters arising out of or related to these terms and conditions of a holiday rental period at EP & EP/TNO.

BY BOOKING A HOLIDAY AT TNO or TNO/P THIS CONFIRMS THAT YOU HAVE FULLY READ THESE TERMS & CONDITIONS, THAT YOU FULLY UNDERSTAND THESE TERMS & CONDITIONS AND THAT YOU FULLY AGREE TO THESE TERMS & CONDITIONS.

DO PRINT OUT THE TERMS & CONDITIONS DOCUMENT AND KEEP THIS FOR YOUR RECORDS.

ANY QUESTIONS? EMAIL DIANE AT dianehoff@hotmail.com

Thank you very much,

Diane Hoff-Rome, Owner,

EYRIE PENTHOUSE & EYRIE PENTHOUSE/TIR NAN OG