



Booking and Cancellation Policy

1. Making your Booking

- select dates on the website ([ACCOMMODATION | THE SCOTTISH VACATION AT AYRSHIRE ABODE](#)) or by email directly to hislophomesllc@gmail.com to make a Booking Request and supply a copy of a government issue ID which shows date of birth and current address (e.g. Driving license). We do not accept booking requests for less than 3 nights.
- you will be emailed a Paypal invoice for the full amount, the Security/Damage deposit and any other specified fees, by email which is our acceptance of your booking request
- you will also have details of our Cancellation policy included in this email
- you will pay the **full balance** by the due date in order to confirm your booking
- the Booking Contract/Invoice shall be effective if paid on the due date, the property will be reserved for you and you will be sent a confirmation by email
- pay for your booking using a Paypal link on the invoice using Paypal, a debit card or a credit card.
- If the Booking Contract/Invoice is not paid by the due date, the booking is not confirmed and the dates will not be held for you.

2. Cancellation Policy

- a) If you need to cancel or amend your Booking you must email us as soon as possible.

A cancellation or amendment will not take effect until written confirmation is received. If you amend the Booking we will amend your invoice (a 10% inconvenience charge may apply), booking contract and cancellation accordingly wherever we can. For example, if you want to move to dates where our

property is already under contract to another client, we are not obliged to amend your booking, nor reduce your invoice amount. We may treat your amendment as a cancellation if it can't be accommodated.

The terms of your cancellation depend on the length of your booking and how close it is to your scheduled check-in.

Cancellation Terms and Conditions

- You can cancel up to 5 days before your arrival and you will receive a full refund if you're booking reservation was for 5 days or less. You will receive 50% refund if less than 5 days before scheduled check in.
- You will receive your full refund if you cancel more than 14 days before your arrival date if your booking reservation was for 6-10 days. If you cancel 14 days or less before your arrival date 25% will be deducted from your refund.
- You will receive your full refund if you cancel more than 28 days before your arrival date if your booking reservation was for 11 -28 days. If you cancel 8-28 days before your arrival date 25% will be deducted from your refund. If you cancel 7 days or less before your arrival date, you will be only be given a 50% refund.
- You will receive your full refund if you cancel more than 28 days before your arrival date if your booking reservation was for 29 days or more. If you cancel 8-28 days or less before your arrival date your 25% will be deducted from your refund. If you cancel 7 days or less before your arrival date, you will be only be given a 50% refund.

b) Your booking will be cancelled automatically in the event that:

- any Balance required from you is not paid in accordance with the timeframes set out in the Cancellation Policy or Booking Contract;

or

- you do not arrive at the property within 24 hours of your arrival time without notifying us, then the Cancellation Policy above shall apply.

c) If we cancel or amend your Booking

We would not expect to have to make any changes to your Booking once it is agreed between you and us, but sometimes problems occur and we do have to make alterations or, very occasionally cancel Bookings. If this happens, we will contact you as soon as is reasonably practical and inform you of the cancellation or the change to your Booking. If we cancel your Booking, we will refund you any fees you have already paid to us.