



The Gate Lodge at Dunnaneu- Terms and Conditions

Definitions as per the below terms and conditions:

We – ‘The Gate Lodge at Dunnaneu’, ‘the host

You/your – ‘the customer’, ‘the lodger’ ‘guest(s)’

Arrival Date - The date at which you arrive at the property for your first night stay.

Total booking Value – this is the total amount due less the damage deposit

Damage Deposit – This is a refundable damage deposit required before the stay to be refunded subject to compliance to our damage policy

Damage Policy – Outlining types of damage that will incur loss of deposit and further legal action.

1. Bookings and Confirmations

Bookings can be made via many platforms and are only confirmed on receipt of all outstanding payments.

Upon booking a booking form or online confirmation will be processed outlining your details, stay details and payment schedule.

Current payment terms outlined below—

- a) When booking **more than 4 weeks** prior arrival date - 20% deposit of total booking value is required at booking. Remaining balance is due within 4 weeks of arrival date.
- b) When booking **less than or equal to 4 weeks** prior arrival date - Full booking value required at booking.

- A refundable damage deposit is also requested with each booking and to be paid with total balance prior to 4 weeks of arrival date. This will be refunded within 14 days of departure (Subject to damage policy).

We reserve the right to cancel your stay if payment terms are not upheld.

2. Cancellations

Cancellations must be immediately communicated in writing. Charges will apply as follows:

Within 1 week or less of scheduled arrival: 100% of total booking value (non-refundable)

Within 2 weeks of scheduled arrival: 60% of total booking value (Partially refundable)

Within 4 weeks of scheduled arrival: 20% of total booking value (Partially refundable)

We reserve the right to cancel your booking at any time due to uncontrollable circumstances. You will be refunded the full amount of the booking. We do not accept any damages or additional cost burden to you.

No shows will be deemed as a cancellation within 1 week of arrival date.



The Gate Lodge at Dunmanew- Terms and Conditions

3. Damage Policy

We endeavour to ensure the premises are kept to a high standard and do not tolerate any malicious nor accidental damage. Therefore, we require a refundable damage deposit per booking. This deposit will be refunded in full within the below time period should no damage occur. Please ensure this is paid in full with the final balance due.

Types of damage –

- a. Damage to the fixtures, fittings, furnishings and total contents of the premises inside and out.
- b. Damage or unacceptable use of appliances
- c. Spillages to surfaces with detrimental effect
- d. Removal of any item from the premises.
- e. Structural damage including the colouring of surfaces
- f. Evidence of smoking and/or vaping inside
- g. Evidence of pets inside
- h. Antisocial behaviour during stay

Any damage should be notified to us before departure and consideration will be taken as to costs, if applicable.

Failure to notify us of any damage caused within the premises will result in a 100% non-refund of damage deposit irrelevant to degree of damage.

You are liable to damage costs should it exceed the damage deposit in any event

4. Property Rules

Each guest is required to follow all property rules below -

- a) Only the maximum number of guests agreed at the time of booking can occupy the property. We reserve the right to remove others who have not been included in the guest count.
- b) You are expected to take reasonable care with all furniture and fittings within and outside of the property. You should take responsibility for your own safety and that of your party.
- c) Up to two cars can be parked at the property but are left as owners' own risk. We accept no responsibility for any damage or theft which might occur during your stay.
- d) If your booking should be terminated mid stay, you may be entitled to a partial refund, at the owner's discretion, depending on the reasons of termination.
- e) We reserve the right to enter the property at any time for inspection of property or essential maintenance which may be required at the time of your stay.
- f) You will be notified of any scheduled maintenance that is expected during your stay prior to arrival.
- g) Smoking or vaping is not permitted.
- h) Pets are not permitted.
- i) Children should be always supervised.
- j) Do not share gate codes/ lock box information with anyone outside of your party.



The Gate Lodge at Dunmanew- Terms and Conditions

5. CCTV

Please note that 24hr CCTV is in operation on the exterior of the property for security reasons .

6. Your Stay

24 hours prior to your scheduled arrival you will receive directions and details with gate code and lock box combinations. This information should not be shared with anyone outside of your party. Codes are changed regularly for your safety.

Check in on day of arrival is from 3pm- we ask that you let us know what time to expect you.

Departure is by 11am – please ensure key is placed back in the lock box before departure. Failure to return key will result in loss of damage deposit. Late check outs can only be arranged in advance and will be confirmed in writing. Cleaning crews will arrive at the property at 11am and have the right to ask you to leave.

We have fully electric gate access to the premise. In order to access the premise, you can use the code which will be provided 24hours before your stay, or you can provide us with your mobile number which will enable you to call the gate from your car. Please note if you provide us with this number, it will be removed from the gate access at 11.15am on the day of your departure and further operation of the gates will cease. In emergencies, please call the contact details in the welcome pack within the premises.

You should leave the property in the way you found it- please take out all rubbish and ensure beds are stripped. Any additional bedding/ blankets used should also be left out so they can be appropriated sanitized before next arrivals.

7. Complaints

Should you have any complaints, issues or queries upon arrival please contact us as soon as possible and we will do our best to resolve.

Issues lodged after your stay were we do not have the opportunity to resolve will not be liable for any compensation.