



Ballyvara House

Rental Terms & Conditions - 2018

1. CONFIRMATION OF RESERVATION

Booking Enquiries will be processed upon receipt of general information and contact details in relation to all potential Customers.

Personal identification is required - i.e. photocopy of Passport or Drivers Licence.

Once the Booking Form has been completed a Booking Deposit of 25% is required to confirm the reservation request. The balance 75% must be paid at least 3 months prior to your arrival. Receipt of payment of the balance 75% will be confirmation of reservation. Failure to pay the balance by the due date will result in cancellation of your reservation.

2. CANCELLATION BY CUSTOMER

In the event that you have to cancel your reservation for whatever reason, the cancellation charges will be as follows:

16 weeks in advance	100% of Rental Monies paid will be returned to you, less €150 processing fee.
12-16 weeks in advance	50% of Rental Monies paid will be returned to you, less €150 processing fee.
Less than 12 weeks	<u>100% of Rental Monies paid will be forfeited.</u>

3. SECURITY DEPOSIT

The Customer will be liable for any damage caused to the property during your stay. A credit card is required as security deposit prior to the handover of keys of the property. Any costs for repairs to the property will be deducted from the security deposit and where the security deposit is insufficient to cover the costs of any damages the Customer will be liable for the charges. The supervisor may at all reasonable times visit the house during the stay for the purposes of verifying the condition of the premises.

4. UTILITY CHARGES

The Customer will be liable for the utility usage during your stay. These charges can vary for different times of the year depending on actual usage.



5. CLEANING & LINEN

Final cleaning is included in the rental charge, but failure to leave the accommodation in a clean and tidy condition will result in an additional minimum charge of €250 being levied. Bed linen and towels are supplied free of charge. Towels or bed linen are not to be used for the removal of make-up products. Additional cleaning charges that may also arise are with the use of certain kitchen equipment that must be cleaned before your departure if you choose to use same, especially the ovens and the bain marie.

6. ARRIVAL & DEPARTURE TIMES

Arrival & Departure times must be agreed in advance. Standard arrival time is from 4:00pm on and departure time can be anticipated by 10:00am.

7. ARRIVAL & CHECK IN PROCEDURES

Check-In must be arranged in advance so that you can be greeted by the Supervisor at Ballyvara House and you can be given a brief of the facilities and general house rules. **Please note** that the Customer should be the first to arrive in order to sign the Check-In Form and provide the Security Deposit. Keys to the house will then be given only when the Customer is satisfied that everything has been explained and the Check-In Form has been signed by the person accepting responsibility.

8. EQUIPMENT

In the unlikely event that any equipment or machinery breaks or malfunctions due to unforeseen circumstances, it may take up to 48 hours for it to be fixed or repaired. However, we will endeavour to rectify any issues that may arise as quickly and efficiently as possible.

9. RIGHT TO DECLINE

We reserve the right to refuse, alter or cancel a booking, even after receipt of final balance payment. In addition, the company is relieved of all liability should reserved accommodation not be available due to circumstances beyond our control. In such an instance alternative arrangements will be made in similar accommodation, or a full refund will be offered. However, no refund or liability will apply to a situation where a client is requested to vacate, or leaves of their own accord, prior to the expiration of their booking.



10. BEHAVIOUR

We reserve the right to refuse to hand over Ballyvara House to any person who, in the opinion of the management, is not suitable to take charge. Likewise, rental of the home may be terminated with no refund at the discretion of the Supervisor if customers behave in a disruptive manner, cause a nuisance or disturbance, endanger the safety or well-being of any person, cause damage to the property, breach any of the rental Terms and Conditions or in any other circumstances deemed reasonable by the Supervisor. On the expiry or other termination of rental, the Supervisor may remove all belongings of the clients left on the property and store or otherwise deal with same as deemed appropriate. Notwithstanding the aforesaid, the sole risk in respect of such belongings shall at all times remain with the clients.

11. ACCOMMODATION CAPACITY

Please note that the confirmed guests on the Booking Form Guest List are the only persons entitled to reside at Ballyvara House. Ballyvara House has a maximum capacity for 32 residing guests.

12. PETS

Pets are not permitted in Ballyvara House. Guide dogs are permitted in certain circumstances and only with advanced notice in writing.

13. SMOKING

Smoking is not permitted in any area of Ballyvara House, including all bedrooms. Failure to abide by this will result in a charge being levied for the provision of specialised cleaning services that will be required.

14. LIABILITY

Ballyvara House, its employees or agents are not responsible for any loss of valuables or property left in the home or on site during the stay or on departure. Cars are parked at owner's risk.

15. GROUP BOOKINGS

Ballyvara House does not accept bookings from groups of parties under the age of 25, unless otherwise agreed in writing. We reserve the right to refuse to check-in such groups and will not refund any monies paid in advance in the event of non-disclosure of the age of the occupants.



16. BANK CHARGES/FEES

Please be advised that if the Bank deducts transaction charges from your Electronic Funds Transfer you will be liable for any shortfall that may arise. If you choose to pay by credit card a 2% processing fee may also apply.

17. CATERING

Ballyvara House has an ongoing working relationship with caterers that we are happy to recommend. Please note that if it is your intention to engage any catering during your stay at Ballyvara House, you will need to give details and prior notice to management for agreement. You will be responsible for the catering company you engage.

18. EQUIPMENT, FIXTURES, FITTINGS & FURNITURE

You have the use of the equipment, chattels and furniture at Ballyvara House during your stay and you agree to leave all equipment, chattels and furniture in the condition and location you found them on your arrival.

19. CAR PARK

You agree to park your vehicles in the designated car parking areas and not to park in any private parking areas, any undesignated areas or general circulation areas.

20. GENERAL

You agree to respect the private and shared areas within the Ballyvara House Complex.

21. SUPERVISION

You agree to have all children supervised at all times within all areas of the Ballyvara House Complex.

22. TRAVEL INSURANCE

The Customer is advised to consider its own requirements for Travel Insurance.

23. CHECKOUT

Checkout is by advance arrangement and checkout time is anticipated to be by 10am unless otherwise agreed. It may not be possible to fully inspect the property for any damage at checkout and you are obliged to report any damage to the Supervisor at checkout. If any unreported damage to the property is discovered after your departure within 48 hours of your departure and before the next guests check in, this will be brought to your attention and you will be liable for that damage. If you require a full damage inspection of the property prior to your departure, then please advise on check in.



24. COMPLAINTS

In the unlikely event of a complaint it should be brought to the attention of the on-site supervisor before your departure otherwise it will be treated as invalid.

N.B. Any breach of the Terms & Conditions can result in charges being incurred by the Customer in order to remedy the breach.



21. Play Village



22. Courts



24. Heritage Trail



28. Donkey Paddock



Ballyvara House

Property Map



Map Legend

- 1. Library
- 2. Public Toilets
- 3. Pool Table
- 4. Honesty Bar
- 5. Lounge Open Fire
- 6. DVD Library
- 7. Office
- 8. Kitchen
- 9. Private Dining
- 10. Main Dining
- 11. Laundry
- 12. ESB Meter
- 13. Fuel Store
- 14. Plant Room
- 15. a & b: Oil Meters
- 16. BBQ Area
- 17. Courtyard Deck
- 18. Courtyard
- 19. Staff / Private
- 20. Staff / Private
- 21. Play Village
- 22. Basketball & Tennis Court
- 23. Soccer Pitch
- 24. Heritage Trail
- 25. Parking
- 26. Bridge
- 27. Wildlife Pond
- 28. Donkey Paddock
- 29. Front Lawn
- Shared / Common Area
- Staff / Private



27. Wildlife Pond



29. Front Lawn



17. Courtyard Deck



16. BBQ Area