



Terms & Conditions

We aim to make your stay at Lime Tree Cabin an enjoyable experience. Please read and accept our terms and conditions. These conditions set out the contract between the property owner, Alex W Wilson and you, the Guest. The contract becomes effective on payment of the booking by the Guest.

Duration

Three Night minimum stay

We welcome guests for three nights or more.

What's Included

The price of the cabin includes accommodation, electricity, heating, bed linen, towels, toiletries, supplies for kitchen-cleaning/dishwashing, tea/coffee/milk and complimentary Lime Tree Larder ice cream. You will have exclusive use of the Tree Lined Avenue, Garden with its Shelter and outdoor wood fired Heater/BBQ. We provide the initial bag of logs, kindling & fire lighters. Additional wood and kindling can be purchased during you stay.

Bookings and cancellation

Requested bookings are all subject to availability, once a booking has been requested it will only become a contract once the booking has been confirmed by Alex W Wilson and the full cost of the invoice has been paid.

Once a booking is confirmed the holidaymaker is responsible for the total cost of the holiday as shown on the invoice issued at the time of booking. We therefore recommend that you take out travel insurance to cover any changes in circumstances for your stay.

If we are notified of a cancellation, at any time up to 3 months prior to your confirmed stay, we will refund the full invoiced cost of your booking, minus a £30 admin charge.

If we are notified of a cancellation, between 3 months to 6 weeks prior to your stay, we will refund 50% of the invoiced cost of your booking minus a £30 admin charge if the cabin is or is not re-let.

For cancellations after the 6 weeks prior to stay date, you will be responsible for the full cost of your original booking and will forfeit any refund if the cabin is or is not re-let.

Cancellations should be made in writing, preferably email and addressed to:
aww@limetreelarder.co.uk

Address for postal correspondence:

Alex W Wilson
Auchencloigh Farm
Kilbirnie
Ayrshire
KA25 7LJ

Payment

The full balance of your stay is due at the point of booking. The booking only becomes confirmed when payment has cleared through the banking system. Until the booking is confirmed, it can be cancelled at any time with prior notice.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

Check-in time is from 4pm on day of arrival and if you are planning to arrive after 9.00pm you must let us know so we can arrange for someone to let you in.

Check-out by 10.30am on day of departure

Number of Guests

The maximum number of people entitled to stay at this property is 4. Only those people named on the booking form are entitled to stay. If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

Damages & Lost Property

Please let us know if you happen to break or damage anything during your stay. We will treat each incident case by case, but reserve the right to charge for either one-off breakages or for substantial damage to valuable items. We can be contacted on 01505 685 258.

Please note that it is the guest's responsibility to lock up the cabin when they are away from the site, Alex W Wilson cannot be held responsible for any of the guests' personal belongings brought to the site.

Guests are responsible for leaving the property in good order. Please leave the property clean and tidy, in the same general condition as it was on arrival.

The lead guest will be liable for any breakages, damages, losses and any extra cleaning or repair costs which are incurred due to non-compliance of these conditions.

Lost keys will incur a replacement charge per key lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners, we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Complaints

If you are unhappy or struggling with something during your stay and have cause for complaint, please talk to us during your stay. You can visit Alex & Jean at the farmhouse or phone us on 01505 685 258. Please tell us immediately if anything is not right and we will do our best to resolve any problem as soon as possible so you can enjoy the rest of your stay at the Cabin.

We don't provide refunds or compensation for complaints made after guests have returned home, so be sure to speak to us or email us during your stay.

Questions/Requests

If there is something we can do or help with while you are with us, please let us know as we are happy to assist to make your stay more comfortable.

Liabilities

Ultimately Auchencloigh Farm is a working farm with live animals and many other hazards. The guests and children may with the farmer's permission visit the farmyard but only under full supervision by a parent or guardian. Children must not be allowed unsupervised anywhere on the farm, and must be supervised at ALL times around the outdoor wood burner/BBQ. The bunk beds must also be used in a proper and sensible manner. Alex W Wilson will not accept any responsibility for any accidents, injuries, illness, loss or damage suffered during your stay- either in the Cabin or around the farm.

No Smoking Policy

Our properties are not suitable for smokers.

Smoking is completely prohibited, both inside and outside the properties.

Failure to observe this will result in a £200 charge to have the soft furnishings professionally deep cleaned before the next guests arrive.

No Fire Policy

Fires are restricted to the outdoor log burner/BBQ only.

Candles are not allowed inside the house.

Pets

As much as we love animals, we regret that no pets are allowed on site as we are a working livestock farm with livestock in the surrounding fields.

Parking

On-site parking is provided, guests accept that they park their vehicles at their own risk.

Wi-Fi

Wi-Fi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. It is not intended or ideally suited for heavy media streaming, online gaming or extensive downloads/uploads.

Outdoor Wood Fired Heater & BBQ

Please use the designated utensils for the Wood Fired Heater/BBQ and clean the barbecue after use.

Right of Entry

We have the right to access the property at any reasonable time with reasonable notice for the purpose of inspection or in order to carry out any repair or maintenance work.

Cancellation by Owners

The owner reserves the right to refuse any booking and to cancel any bookings already made if the property is unavailable (e.g., through fire, flood, etc.) for any reason whatsoever, subject to a full refund of all monies paid (but no further liability).

Unforeseen circumstances

We will not be deemed to be in breach of this Contract, or otherwise liable to you if your booking is adversely affected by circumstances beyond our reasonable control (for example such as fire, flood, exceptional weather conditions, epidemics, pandemics, destruction/damage to our property, internet or other communications failure, blocked roads, war/terrorism, nuclear/radioactive disaster) (these are sometimes referred to as "Force Majeure Events")

If for any reason beyond our control we are forced to cancel your Booking (or bring it to an end early) we will refund you the full amount of your remaining accommodation costs based on the time of your Booking remaining. This will be the full extent of our liability and no additional compensation, expenses or costs (such as travel or replacement lodging costs) will be payable.

Miscellaneous

In the event that any individual term or clause stated in this contract is not permissible by law, the remainder of the Contract shall remain valid.

This Agreement shall be governed by and construed in accordance with the Laws of Scotland and shall be subject to the jurisdiction of the Scottish Courts.

This does not affect your statutory rights.