



**ACCEPTANCE AND CONFIRMATION OF YOUR BOOKING IS SUBJECT TO THE FOLLOWING CONDITIONS:**

**BOOKING DEPOSIT:**

A non refundable booking deposit of 30% of the total rental cost of the property is required at the point of booking. No invoice or letter of confirmation will be dispatched to you until the booking deposit has been received. Renvyle Hotel Limited reserves the right to request full payment for bookings for special events or festivals at the time of booking.

**BALANCE OF PAYMENT:**

Full payment of holiday Lodge rental must be made to us, no later than 30 days prior to the rental commencement date. Upon receipt of the balance due, clients will receive arrival instructions. Late payments may result in the holiday lodge booking(s) being cancelled without advance client notification.

**CHANGE OF DATES:**

In the event of you wishing to change the date of a booking, should we be able to facilitate you, there will be an administration charge of €50. If we facilitate you in any such change, your right to a subsequent refund under our cancellation terms is no longer applicable.

**METHOD OF PAYMENT:**

We accept payment by cheque, bank draft, laser or credit card.

**CANCELLATION BY CUSTOMER:**

In the event that you wish to cancel your holiday lodge reservation, the following charges will apply: On all reservations:

Four to two weeks before date of arrival - 50% of rental.

Less than 2 weeks before arrival date - 100%.

**UTILITY CHARGES:**

Heating is included in the rental. Electricity will be charged as used, the meter will be read each Friday.

**SECURITY DEPOSIT:**

A refundable security deposit of €150 must be paid on arrival. We reserve the right to charge an increased security deposit at certain times of the year or certain types of bookings which will be notified to you prior to arrival. The deposit will be refunded within 7 days of departure once the supervisor is satisfied that the terms and conditions of rental have been complied with. Failure to leave the accommodation in a clean and tidy condition may result in the loss of all or part of the security deposit. When a rental is for longer than one week, cleaning of the Lodge during rental must be requested from the on-site manager and a fee will apply.

**CARE OF THE PROPERTY**

A condition of acceptance of any booking is that the guests will take good care of the Lodge and its contents, and that it is left in a truly clean and tidy state as it will have been found. The care is to include all furnishings, utensils, crockery and linen and though you might not be charged for minor breakages, you are responsible for all damage or breakages.

The Lodges at Renvyle House, Renvyle Hotel Limited  
Renvyle, Connemara, Co. Galway, Ireland

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**ARRIVAL AND DEPARTURE TIMES:**

We require time for full servicing of our holiday Lodges so that they are up to the standard that you our guest requires. With this in mind, **The Lodges are available from 4.00pm on the day of arrival and Check-out times are 10.00am the day of departure.** We will be more than pleased to discuss any additional arrangements of times for those with small children; however this is subject to our own schedule and availability. Please let us know your requirements prior to your stay.

It is a guest responsibility to inform us of an estimated time of arrival in advance of their visit to ensure that keys will be available. Late arrivals (after 10.00pm) can be facilitated by prior arrangement.

**BEHAVIOUR:**

Renvyle Hotel Limited reserves the right to terminate this contract if the behaviour or conduct of the Consumer either prior to or during a holiday is likely to endanger the safety or well being of other consumers in the party or that of the consumer himself.

**ACCOMMODATION CAPACITY:**

For Insurance reasons, the total number of clients staying in each holiday home must not exceed the maximum capacity of 8 persons.

**PETS (DOGS):**

We accept pets at a limited number of properties. However there is an extra cleaning charge of €25 payable to the supervisor on site. Renvyle Hotel Limited must be notified in advance and dogs must be kept on a lead at all times around the grounds of the property.

**LIABILITY:**

Renvyle Hotel Limited, its employees or agents shall not be liable for any damages, loss, or personal injury which may be sustained by persons or property at any time during the reserved stay at the Lodges.

**DEFAULT BY THE CUSTOMER:**

The consumer is obliged to ensure that all documentation and details issued to you by Renvyle Hotel Limited are correct. In an unlikely event that you do not agree with the documentation, it must be brought to our attention immediately.

**BED LINEN AND TOWELS:**

Bed linen and a set of towels per person are supplied and included in the rental. When a holiday Lodge is being rented for more than one week, you may liaise directly with the site manager if fresh bed linen/towels are required. A fee will be required for these extra services.

**COTS / HIGHCHAIRS:**

Requests for these must be made prior to arrival.

**CONFIRMATION OF BOOKINGS:**

All Bookings are subject to availability.



**THE LODGES**  
**AT RENVYLE HOUSE**  
CONNEMARA, CO. GALWAY, IRELAND  
ON THE WILD ATLANTIC WAY

**NO SMOKING:**

Smoking is not permitted inside the Lodges. Smoking in your cottage will result in the loss of your damage/extra cleaning deposit.

**CLEANING CHARGE:**

A cleaning charge of €50.00 will be applied if, at the end of your stay, the cottage is not left clean and tidy.

**SUPERVISION OF CHILDREN:**

Children must be supervised by an adult at all times. Extra care should be taken around animals and in the vicinity of the swimming pool, lake and sea. The Lodges are not fitted with stair gates, socket covers or other child-proof devices. It remains the responsibility of parents/guardians to child-proof their cottage during their stay if required.

**USE OF HOTEL LEISURE FACILITIES**

The facilities on the grounds of Renvyle House Hotel Limited are available for use during your stay free of charge. During High-Season and Bank Holiday weekends some leisure facilities may require booking in advance e.g. Golf, tennis, lake boats etc. Please enquire at Renvyle House Hotel Reception Desk.