



## TERMS & CONDITIONS OF RENTAL

**Acceptance & Confirmation of your Booking is subject to the following conditions:**

**Reservations:**

Guests will be asked to pay a **15% non-refundable reservation fee\*** in advance to secure the booking.

Written confirmation will be issued to you on receipt of payment.

*\*Management reserves the right to change the reservation fee for large bookings or for specific booking periods.*

**Rates:** Our rate includes administration costs, utility bills, linen, towels, TV Channels, Internet/W--Fi and parking, VAT.

**Balance of Payment:** Full payment of rental cost must be made to us on arrival. In case of late arrival the full payment must be made before arrival.

**Accommodation Capacity:**

For insurance reasons the total number of clients staying in each apartment must not exceed the maximum capacity. As the capacity in each apartment may vary, it is important that you check with Galway Bay Sea View Apartments in advance, to ensure that you do not exceed the limit.

**Arrival & Departure Times:**

Check in time will be from **3pm to 6pm** on day of arrival, check out time is **10am**. These times must be strictly adhered to. In the event that you are unable to arrive or depart at the specified time, please notify us in advance. Late arrivals must be notified to us and the full price paid in advance.

Late check-outs and Early check-ins are subject to room availability and occupancy. We advise that you check with our Front Desk at least 24 hours prior to arrival/departure. Additional charge will be applied to your reservation.

### **Security Deposit:**

Please note that a credit/debit card is required on arrival for a €150 pre-authorisation security deposit for each apartment. In the event of damage to the property or its contents and the noise complaints from other guests the security deposit will not be refunded. This deposit will be refunded on departure once the manager is satisfied that the terms & conditions have been complied with. If an alternative check-out time has been arranged, the deposit will be refunded within 5 working days by cheque or direct bank transfer. Final cleaning is included in the rental of the apartment, but failure to leave the accommodation in a clean and tidy condition, may also result in the loss of the security deposit.

### **Insurance:**

It is strongly recommended that clients take out holiday insurance to cover the possibility of cancellation charges. The apartments and their contents are insured by Galway Bay Sea View Apartments. However, you may wish to take out insurance for your own personnel belongings.

### **Cancellations:**

The cancellation policy varies according to the rate that is booked. Please refer to the individual full rate descriptions given at booking.

Cancellations ***must be made in writing***. Cancellation after check-in cannot be refunded.

If the reservation fee has not been paid in time, the Management may rescind the reservation without granting any grace period.

If the Guest fails to arrive by 6.00 p.m. on the agreed date of arrival, the Management shall not be obliged to accommodate them unless a later time of arrival has been agreed upon.

### **Minimum stay**

The minimum stay is 2 nights.

A minimum length of stay, deposit, cancellation charge and other conditions may apply to certain rates, as specified.

### **Provision of substitute accommodation**

The Management may provide the guest or the guests with adequate substitute accommodation (of the same quality) provided that this is reasonable for the guest, particularly if the difference is insignificant and objectively justified.

An objective justification shall, for example, be deemed given if the room(s) has (have) become unusable, guests that have already been accommodated prolong their stay, the establishment is overbooked or this becomes necessary due to other important operational activities.

**Bed Linen:**

The weekly rate includes 1 set of towels per person and bed linen. We recommend that you bring beach towels and any extra towels you may need. Please note that bed linen for cots is not provided.

**Behaviour:**

Galway Bay Sea View Apartments reserves the right to terminate this contract if the behaviour or conduct of the customer during a holiday is likely to endanger the safety or well being of other customers.

**Liability:**

Galway Bay Sea View Apartments 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.

**Pets:**

Pets shall not be permitted within Galway Bay Sea View Apartments with the exception of Guide Dogs.

**Non-Smoking Policy:**

Galway Bay Sea View Apartments has a strictly non-smoking policy. Smokers are requested to smoke outside the property.

**Car Parking**

Our parking areas are not supervised. Before leaving your vehicle please remove your possessions and ensure it is fully secured. We accept no liability for any loss or damage.

**Right to Decline:**

Galway Bay Sea View Apartments reserves the right to refuse, alter or cancel a booking, even after receipt of payment. In addition, Galway Bay Sea View Apartments 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.

**Special Requests:**

Requests for cots, highchairs etc must be made to us in writing & whilst we will endeavour if at all possible to meet your requests, it cannot be guaranteed.

**Disclaimer**

All rates quoted are subject to availability and alteration. All discounted rates quoted are limited offers and may be subject to certain conditions such as minimum stay or numbers of people.

While every effort has been made to ensure the accuracy of the information provided, The Galway Bay Sea View Apartments does not accept liability for any errors or omissions and reserves the right to change information and descriptions of listed rooms, products and services.