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**Tanunda Pods**  
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## Terms & Conditions

Our aim at Tanunda Pods is to make your visit as enjoyable as possible. None of us really like to read terms and conditions but they're here for a reason, and that's to protect you and us.

We must ask that you read and accept the following terms and conditions, which must be adhered to by all guests.

This is a legally binding contract between the property owners of Tanunda Pods and the 'Lead Guest'. When you book with us, it will be assumed that you have read and agreed to all the below Terms & Conditions. This ensures we can maintain our standards and ensure your safety, as well as establishing a clear legal contract for cancellation, damage and exceptional circumstance.

### **Accommodation**

Tanunda Pods sleeps up to a maximum of 2 Adults and 2 Children (12 & under) and your booking is accepted on this basis. The key will be in the Pod door for arrival. Please leave the key in the door on departure. The Pods are well insulated and therefore warm and cosy. There is thermostatically controlled heating for year-round comfort. This is included in the price per night, there will be no additional costs for heating.

### **Linen**

All linen, pillows, duvets and towels are provided and the bed made up for your arrival. Please bring your own Beach Towels.

### **Pantry provisions**

Items such as salt, pepper, tea bags, coffee, sugar, some milk, dishwasher tabs, washing up liquid, dishcloth & sponge, 3 tea towels, 2 toilet rolls, 1 kitchen roll and a few bin bags. We also provide a 'Welcome Pack' with some extra goodies!

### **Arrival and Departure Times**

The accommodation will be from 4pm on day of arrival - 10am on day of departure.

### **Car Parking**

There is parking for a car at each Pod. Guests accept that they park their vehicles at their own risk.

## **Guest Responsibility**

Please keep the pods secure when unoccupied. Please make sure all electrical items are turned off and unplugged when not in use.

All children must be supervised by parent/guardian throughout your stay.

No tents allowed on site.

All of our portable electrical appliances have been tested and approved within the terms of the new Fire Assessment Regulations. As the use of your own personal electrical equipment is out of our control it must be at your own personal risk.

## **Departure**

On departure please leave the Pod in a clean & tidy condition, as you found it upon arrival.

Please place all used bedding & towels including dish towels in the laundry bag provided. Leave the bag beside the kitchen table.

Please empty the bins in the kitchen and shower room.

All rubbish to be placed in the appropriate bins provided in the car park:

Rubbish is bagged, tied and placed in the green bin that can be found in the car park.

Recycling is cleaned and placed in the blue recycling bin that can be found in the car park.

Glass recycling needs to be placed in the bin labelled glass.

## **Access**

We reserve the right to reasonable access of the property at any time for emergency maintenance etc. We will do our best to minimise disruption to you if we need to enter the property during your stay.

## **Bookings**

Bookings will be confirmed upon receipt of 30% deposit and the balance of your holiday will be due 8 weeks before the holiday date.

Bookings made within 8 weeks of your holiday date - full payment required.

Payment to be made by Bank Transfer.

## **Overseas Bookings**

Payments from overseas guests can only be accepted in £'s sterling by international electronic bank transfer. Any charges from the bank for payments from overseas will be passed on to the guest.

## **Cancellations**

We strongly advise you to take out suitable holiday insurance.

If notice of cancellation is given no later than 8 weeks before your holiday date, you will not be liable to pay the outstanding balance, but you will lose your Deposit, unless you book an alternative date.

However if you cancel your Holiday within 8 Weeks you will be liable to pay the balance unless we receive an alternative booking from elsewhere, in which case you will receive a refund less an administration fee of £25 per booking.

## **Non-Availability**

If for any reason beyond our control, for example fire damage, the Pod is not available on the date you booked, all monies paid will be refunded in full and we will not be liable for any further claims.

## **Breakages / Damages**

Please email: [busybee@madasafish.com](mailto:busybee@madasafish.com) or call: 07787 994 590 We shall endeavour to make every effort to rectify any faults or make repairs to equipment as soon as possible.

Guests have a legal liability to pay for any damage you may cause to the property and grounds during your holiday and we reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. We appreciate that accidents can happen and we would not charge you for the odd broken mug or glass, but please do inform us of any breakages/damage as it occurs so that we can put it right, and always prior to departure in order to minimise damage and associated costs.

Any accidental damage or breakages beyond fair wear and tear will be chargeable.

Lost keys will incur a replacement charge per key lost.

We will do our best to resolve any issues as soon as we can. We value your custom and want you to return.

## **Insurance**

The property is insured in respect of the usual risks covered by our buildings and contents policy. However, in certain circumstances, if you should cause any loss or damage by negligence, you could become liable and you would most likely not be covered by the personal liability section of your own household policy.

Our insurance does not cover your personal possessions. You would be advised to check on these points with your own insurers and you may find that they will extend your normal cover to include your holiday home.

## **Smoking / Fires**

Smoking is not permitted in Tanunda Pods at any time. Guests are free to smoke outside of the property and we do provide a large ash tray in the grounds of each Pod - Do not discard cigarette butts. We will make a charge of £200 for intensive cleaning if there has been any smoking inside the property during your stay.

No Naked Flames are allowed inside the Tanunda Pods at any time.

Disposable BBQ's are allowed outside the Pods on the supplied stands, and are never to be left unattended! They must not be placed directly on the grass or in the Pods.

Open fires are only allowed in the fire pit (which must not be moved) and only in appropriate weather conditions, in particularly windy or dry periods the fire pit will not be available. Please ensure your fire is extinguished before going to sleep.

Each pod has a smoke alarm, fire blanket and a fire extinguisher. Fire safety instructions are provided in the 'Welcome Folder' in the Pod.

Fireworks and sky lanterns are forbidden as they pose a risk of fire and are a danger to livestock and people.

## **Dogs**

Dogs are only allowed in 'Red Squirrel' Pod.

An outside hosepipe is available for washing muddy boots, dogs etc.

Dogs are not permitted on any furniture, ie. sofas and beds - Dog beds are not provided but we suggest you to bring one along with you and lots of extra towels for your dog. Please do not use the towels provided for you.

Dogs must be clean before entry to the pod.

Dogs are never to be left unattended in the pod at any time

Both the Pod and grounds of the property must be left in a clean, undamaged condition

The grounds are not fenced off so dogs must be kept on a lead or on the tether hook provided, so as not to disturb other guests staying in Tawny Owl Pod (dog free pod).

Dog owners are responsible for clearing up after your dog and disposing of dog foul.

You must agree to settle costs for any stains, chewed or damaged furniture in the pod.

We request that guest's flea treat their dog before staying.

We will make a charge of £200 for intensive cleaning if there have been any dog's inside the 'Tawny Owl' Pod during your stay. The same charge of £200 applies to the 'Red Squirrel' Pod if terms and conditions above are breached.

## **Noise restrictions**

Noise restrictions apply between 10.00 p.m. and 8.00 a.m. We want our guests to cooperate and respect other guests on site and local residents. Any person or persons in breach of the noise restrictions will be given 2 warnings over the course of your stay, then you and your party will be asked to leave immediately without refund.

## **Behaviour**

Any behaviour that the management deems to be anti-social, disruptive, or abusive towards us or other guests on the site will not be tolerated. You will be asked to leave immediately and no refund will be offered or implied.

## **Injury**

We cannot accept any responsibility for personal injury to you as guests or holidaymakers.

By accepting and booking, you agree to accept responsibility for the physical wellbeing of you and your party, indemnifying us from all responsibilities, blame and consequences, direct and indirect however arising, should someone injure themselves at our premises or in using any articles provided at Tanunda Pods or inconvenience themselves in any way.

## **Lost Property**

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 at the cost of the property owner.

## **Data Protection Act 1998**

Any personal contact data requested & collected is solely for the satisfactory completion of the transaction between you as the holiday maker(s), and us as supplier of the premises. Your information is never provided to any other party or entity, and is only used in strict accordance with the UK Data Protection Act.

Enquiries and bookings via the Tanunda Pods website confirms that you give consent for your contact details to be safely retained for administrative purposes regarding enquiries & bookings. We undertake not use your contact information for future marketing; nor will we pass your information to any third party.