



General conditions

TERMS & CONDITIONS FOR PROPERTIES IN IRELAND

Booking Deposit:

A non-refundable booking deposit of 20% of the total rental cost of the property plus a non-refundable €49 booking fee is required at the point of booking.

No invoice or letter of confirmation can be dispatched to you until the booking deposit has been received.

Trident Holiday Homes reserves the right to request full payment for bookings for special events or festivals at the time of booking. If this is applicable on-line customers will be contacted after an on-line booking is made to pay the balance of the booking deposit required. Callers who book via call centre via our reservations department will be required to pay the increased booking deposit at the point of booking.

Balance of Payment:

Full payment of holiday home rental must be made to us, no later than six weeks prior to the rental commencement date. Upon receipt of the balance due, clients will receive arrival instructions. Late payments may result in the Holiday Home booking(s) being cancelled without advance client notification. In the case of special offers the balance due date may differ.

Change to your Booking:

In the event of you wishing to make a change to your 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 If we facilitate you in any such change, your right to a subsequent refund under our cancellation terms is no longer applicable.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 Debit or Credit Card, Pay Pal or Bank Transfer. Payments by cheque or Postal Orders are not accepted.

Cancellation by Customer:

In the event that you wish to cancel your holiday home reservation, the following charges will apply:

On all reservations: Booking deposit is withheld except where cancellation made within 24 hours of making the booking. In such a case we will refund all monies paid less €50 to cover administration costs.

8 - 4 weeks before date of arrival: In all cases the Booking Fee is non refundable, 50% of the total booking value (Exc Booking Fee) is withheld plus €50 administration fee.

4 - 2 weeks before date of arrival: In all cases the Booking Fee is non refundable, 75% of the total booking value (Exc Booking Fee) is withheld plus €50 administration fee.

Less than 2 weeks before arrival date: The Booking Fee is non refundable and 100% of the total booking value

We strongly advise that clients take out travel insurance to cover any costs associated with having to cancel a holiday.

Utility Charges:

Gas, heat and electricity are extra charges and are normally based on set daily rates depending upon the time of year. These are normally payable together with your balance payment however on some locations they are based on a meter reading done on site and payable on departure to the On-site Manager. Should utility charges not be paid on departure, they will be deducted from the security deposit without further notice. Breakdown of these charges are available from the Owner/On-site Manager

Mandatory Security Deposit:

A minimum refundable security deposit of €200 (per property) must be paid upon check-in to your holiday home. In some locations and at certain times of year this can increase to €500 (per property) which must be paid prior to check in of your holiday home. Refusal or inability to pay this prior to check-in is grounds for us cancelling the booking without out any refund of any monies paid to date.

All payments will be pre-authorized on your debit or credit card upon arrival and automatically released off your card after departure. Payment by debit cards will charge your bank account with the applicable deposit which is manually refunded by us within 7 days of departure.

All refunds are paid within 7 days of departure once the On-site Manager is satisfied and 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 your security deposit.

When a rental is for longer than one week, cleaning of the house during rental must be requested from the On-site Manager and a fee may apply.

We reserve the right to charge in advance of arrival an increased mandatory security deposit of €500 at certain times of the year for examples during festivals, during certain sporting events and New Year's etc. You will be contacted about this prior to arrival. In the event that a customer does not wish to pay this security deposit in advance then we reserve the right to

cancel their booking and refund all amounts paid less the booking fee of €45. Please note we do not take cash mandatory security deposits due to security concerns.

We reserve the right to hold onto the security deposit paid in the event of the house been used for a party or event which causes inconvenience to occupants of nearby houses irrespective of whether any damage was caused to the house booked. We do not allow the staging of parties with gatherings in excess of the stated house occupation unless otherwise agreed and reserve the right to withhold the security deposit if such an event is staged in a house booked with us.

In a number of our holiday homes locations, Trident Holiday Homes use [Real Control](#) a secure online payment system to process credit & debit card details when taking security deposits and collecting amounts due for utilities.

On-site Managers have a 'Payment Card Industry' (PCI) compliant application on their mobile, smart device or tablet. This is to allow them to either pre-authorise or take a payment for the mandatory security deposit depending on the card provided.

The above process is for ensure that we protect our guests card details by complying with the regulations concerning the processing & retention of card details by banks and the GDPR data retention regulations.

Arrival & Departure Time:

You must call your On-site Manager with your **estimated arrival time 48 hours before your arrival date**. You will find the contact number for your On-site Manager in your directions provided above. Specific arrival and departure times are outlined on the direction sheet. These times must be strictly adhered to. Failure to notify the On-site Manager of a late arrival may result in your reservation being cancelled.

Please call your **On-site Manager 48 hours before your arrival date to confirm your arrival time and key collection arrangements**. Late arrivals may in some cases be facilitated by prior arrangement only and may incur a late arrival fee of €25.

Right to Decline:

Trident Holiday Homes reserves the right to refuse, alter or cancel a booking, even after receipt of final 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 the booking.

Behaviour:

Trident Holiday Homes 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.

Pet Friendly Holiday Home Clean Charge:

Please note dogs are only accepted in specific properties and your dog will not be accepted without prior confirmation. If you have reserved a pet friendly holiday home charges apply, payable on site to the On-site Manager. Prices vary per property from €20 - €85 per booking, maximum 2 pets per booking. Dog(s) must be stated when you initially book your property so it can be noted on your booking.

Liability:

Trident Holiday Homes, 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.

Complaints:

In the unlikely event of a complaint, it should be brought to the attention of the site-manager immediately. Failure to register a complaint while on site may invalidate a future claim. Failing a satisfactory solution, you should contact Trident Holiday Homes and a written complaint should be logged within 14 days of departure.

Default by the Customer:

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

Bed Linen & Towels:

Bed linen is supplied free of charge in all of our properties. Towels are not supplied but are available for hire and are subject to a charge of normally €2 per set. When a holiday home is rented for more than one week, you may liaise directly with the On-site Manager if fresh bed linen and towels are required. A fee may be required for these extra services.

Cots & Highchairs:

Cots and highchairs are available but must be booked in advance, please note charges may apply in some locations. Cot linen is not provided. Cots and highchairs must be requested at the time of booking. If you wish to order a cot(s) and/or highchair(s) please contact us by dialling +353 (0)1 201 8400.

Special Requests:

Requests for specific houses, etc. must be made at time of reservation and whilst we will endeavour to meet all special requests, they cannot be guaranteed. If confirmation of your

reservation depends on a particular house being available, we regret we cannot accept the booking.

Disabled Persons:

It shall be the consumer's responsibility to disclose, prior to booking, to Trident Holiday Homes any physical or mental condition of a member of his party which may be relevant. Trident Holiday Homes reserves the right to decline or provide a holiday for a disabled person where in our mind; the holiday home would be inconsistent with the special needs of a disabled person.

Group Bookings:

Trident Holiday Homes does not accept bookings from groups of parties under the age of 25, or hen/stag parties 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.

For group bookings, the refundable mandatory security deposit per house booked must be paid prior to arrival to our central reservation office. This will be refunded within 7 days of departure by our central reservation office once the On-site Manager has confirmed to us that the houses occupied were left in an acceptable condition. We reserve the right to charge an increased mandatory security deposit for group bookings of more than 1 house.

Age Restrictions:

No guest under the age of 25 can book a Trident Holiday Homes property. Guests under the age of 25 must be accompanied by at least one person over 25 years of age.

Confirmation of Bookings:

All bookings are subject to availability. In the unlikely event of us been unable to allocate you the house that you booked, you will be given the options of either accepting an offer of alternative accommodation of a similar standard, in a similar location or a full refund of all monies paid to us. In the event of you opting to take a refund, compensation will be limited to the amount of money we have received to date.

Gift Voucher:

Trident Holiday Homes gift vouchers can only be used to book a property listed on the Trident Holiday Homes website - www.tridentholidayhomes.ie

Online Bookings:

In the event your booking was made on our website (www.tridentholidayhomes.ie / www.thh.ie) please note the email you receive on booking is not a final booking invoice. We reserve the right to decline such bookings up until we issue a final written invoice.

Special Offer Terms & Conditions:

- All special offers run independently of each other and cannot be used in conjunction with another offer for the same booking, therefore only one offer can be used per booking.
- Special offers are applicable to holiday bookings only (terms of less than 5 weeks) and cannot be used on long-term rentals. All enquiries related to long term rentals are dealt with separately by the Trident Holiday Homes long term rental team.
- Special offers are available in properties that are participating in such offers which will be clearly listed.
- All special offer bookings are subject to availability and some featured locations may be subject to reduced availability at certain times of year including festivals and race weeks.
- Special offer discounts are applied to the rates quoted in the Trident Holiday Homes rates and excludes utility charges, booking fees and any other additional charges.
- Special offers apply to a maximum of 2 houses per booking. Requests for more than 2 houses at a special offer rate will be dealt with on application through our call centre +353 (0)1 201 8440.