

## Terms and conditions 2023

### Letting period

In normal times the cottage letting period is Saturday 4.00pm to Saturday 10am.

Currently our aim is a for a wee gap between bookings so we can be flexible on timings. These can be confirmed nearer the time.

### Booking

Availability is indicated by the website calendar but please contact the owners to make sure that the cottage is still available and to agree details of the booking and any special requirements.

The booking is confirmed with a £100 deposit and paid within the timing on the booking form with the full amount due six weeks prior to the start of the holiday. For bookings closer than six weeks to the holiday the full amount is due on booking unless previously arranged.

Payment can be by cheque, BACS or Paypal.

Email confirmation is provided of your booking and payment making clear when the final payment is due.

### Cancellation

In the unlikely event of a cancellation by us due to unforeseen circumstances such as fire or flood, we will contact you as soon as possible. We will attempt to find alternative accommodation of a similar standard and location. If we are unable to provide suitable accommodation all monies will be refunded without further liability on the owners.

In the event of cancellation by you every effort will be made to re-let the cottage. If successful all the money paid will be refunded less any costs incurred. If unsuccessful, and if the cancellation is before six weeks prior to the holiday only the deposit is lost. If the cancellation is less than six weeks the booking is non-refundable except for exceptional circumstances.

You can cancel within two weeks of booking and a full refund will be. If the balance is not received when it is due the booking will have to be cancelled.

We would advise on holiday insurance to cover unexpected cancellation as well as loss or damage to personal effects. Vehicles, accessories and vehicle contents are left at the owner's own risk.

### Pets

Pets are only permitted in Half of 14 by prior arrangement with us.

### Smoking

For health and safety reasons we operate a no smoking policy in the cottage.

### Complaints

Any complaints should be made to the owners:

Jeff and Rosie Geary, Tigh na Bruaich, Torrin, Isle of Skye. IV49 9BA. 01471822079.

### Access

The owners or their representatives shall be allowed free access to the cottage when required. We reserve the right to refuse access to the property and to require any person to leave if we consider there has been a breach of the contract, damage to the property or nuisance to neighbours.

### Responsibilities

In the event of failure of any equipment or service we will endeavour to repair, restore or replace as required as soon as practically possible. However, we cannot be held responsible for failures that are outwith our control.

Guests are responsible for keeping the cottage and all furniture and fittings in the same state of repair, condition and cleanliness as at the start of the holiday. You are responsible for all breakages (other than resulting from normal wear and tear), damage or loss of property during your stay. Please report all failures and problems so they can be dealt with as soon as possible. Due to the remote location repairs are not always possible at short notice.

### Sub-letting

The cottage sleeps a maximum of four adults plus two children and be used only by the guests confirmed at booking for private self-catering accommodation purposes only. Sub-letting is not allowed. Overnight guests are permitted by prior arrangement only.

### Privacy Policy

We are committed to ensuring that your privacy is protected. We do not record any financial details, no data is shared with any third parties, we do not keep a mailing list. We do keep the booking forms for seven years for HMRC purposes.

### Contract

For insurance purposes at least one of the tenants must be aged 18 or over. The hire contract is between all tenants over the age of 18 and the owners. All tenants will be seen to be joint and severally liable for any damage not caused by wear and tear. The names of all in the party are required in advance for insurance purposes. Our specialist insurers are Scofield's Ltd.