

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.

### **BOOKING, PAYMENT, CANCELLATION**

- When the deposit is received and a booking confirmation is issued, a contract between you and the owner will come into existence. The contract binds you & all the members of your party and it is your responsibility to ensure that all members of your party accept the terms & conditions of booking outlined below. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- A non-refundable 25% deposit of the holiday cost is payable at the time of booking. Bookings made less than four weeks before your arrival date must be paid in full, plus a refundable damage deposit (*if requested*).
- The balance must be paid no later than four weeks before the commencement of your holiday. If preferred, you can agree a monthly payment plan with the owner. If the full balance is not received by the due date, then your holiday may be treated as a cancellation.
- All cancellations must be notified in writing. If you cancel your holiday more than 4 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 4 weeks before the holiday, then the full balance remains due unless we are able to fill the booking elsewhere.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 8 persons and only those listed on the booking can occupy the property. Any additional guests or visitors must be approved in advance and must not exceed the maximum total number of 8 persons if staying overnight.. In the event of a breach of this condition, we reserve the right to terminate the booking without notice or refund.
- Under no circumstances can you re-let or sublet the property, even free of charge.
- Bookings cannot be accepted from persons under eighteen years of age.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to payments made to us.
- The owner reserves the right to refuse a booking without giving any reason.

### **ARRIVAL & CHECK-OUT**

- Tenancies normally commence at 4.00pm unless otherwise agreed. There is a key box at the back door and the pin number will be provided by the owner a few days before you are due to arrive.
- Check-out - Guests are required to vacate the premises by 10.00am on day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- We would ask that guests strip beds, clean dirty dishes, empty bins (Put rubbish in wheelie bins outside), switch lights off, ensure all windows are closed properly, turn heating thermostats down to 17 degrees, lock door, place key in key box.
- You are welcome to use the cleaning materials in the understair cupboard
- The owners reserve the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Refund of damage deposit (if taken) will be made within 7 days from the date you vacate the property and is subject to the property being left in an acceptable condition and all other requirements being met.
- Please place the key in the key box before you leave. The cost of replacing any keys that are not returned at the end of your stay will be charged to you.

### **HEATING & HOT WATER**

The property is heated by air sourced heat pump which supplies thermostatically controlled underfloor heating downstairs and radiators upstairs. As this is an Eco system it does not operate the same as a conventional heating system, the floor and radiators are not warm to touch but maintain a constant core temperature within the house.

- We're an eco-friendly holiday home and try to keep our running costs/prices low. Please be mindful of electricity usage and make sure you switch off lights and electrical appliances when not needed and do not use excessive amounts of hot water/heating.
- A comfortable temperature is between 17-20 degrees downstairs. Each room downstairs has its individual thermostat and the only buttons you should need to press are the up/down arrows to turn the heating up or down. When the temperature has been adjusted, please allow 30-60 mins for the system to reach the desired temperature as it is a gradual process.
- If you feel it is too warm, try turning the heating down rather than opening a window
- Please do not try to reprogram the heating using the room thermostats. The heating schedule and radiators upstairs are controlled remotely by the owners. If you feel the heating/hot water needs adjusting, please contact the owner during your stay.

## **PETS WELCOME**

- Well behaved pets are acceptable subject to prior approval. We reserve the right to apply an additional charge or increase the refundable damage deposit
- Pets are allowed on the sofas subject to them being protected with the blankets/throws provided. Please ensure your pets are clean/dry prior to them being allowed on the furniture.
- If your pets are allowed on the beds, please bring your own duvets and bed linen.
- There is a 4 bowl feeding station you are welcome to use in the downstairs tiled communal space, please do not move this to any other area within the cottage.
- Guests are responsible for cleaning up after their pets inside and outside the cottage. All dog poo must be lifted, bagged and placed in the GREEN wheelie bin.
- The garden is fully enclosed with a 6" fence however it is the guests responsibility to ensure their pets do not escape from the garden and are kept under control at all times. Please be mindful of our neighbours and the welfare of the free-roaming sheep (particularly around lambing times)
- Pets must not be left on their own in the property

## **DAMAGES & GENERAL DUTY OF CARE**

- Damage deposit (*if requested*) – In making a booking you accept responsibility for any theft, breakage or damage caused by you, pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. If a security deposit has been taken, it will be returned within 7days of the end of your holiday, less the cost of damage/breakages.
- Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, before check-out. The accommodation will be inspected at the end of your holiday.
- This is a non-vaping, Non-smoking accommodation. Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to and any damage or extra cleaning caused by smoking will be at your expense.
- Candles are not allowed inside the house.
- Please do not move any furniture from one room to another or remove any inventory from the property.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service or weather related issue.
- Please lock the doors and close all the windows when you leave the property unoccupied.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest. Any items left behind can be posted back to you at your expense.
- Guests are responsible for the safety and security of their children and pets at all times. Never leave children or pets without adult supervision.
- Please ensure the gates are properly closed at all times, this will prevent the sheep coming into the garden and eating the plants.
- Our neighbours are lovely people who are permanent residents on Skye. Please respect them and try to keep noise levels to a minimum, particularly between 11pm and 8am. We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue utensils and clean the barbecue after use.
- Charging electric vehicles - the nearest charge points are in Portree town centre. Charging electric vehicles at the property is strictly prohibited and will result in an additional charge or termination of booking.
- There are motion activated security cameras situated outside the cottage which monitor the external doors when the property is unoccupied and on changeover day. These will be disarmed during your stay and any active recordings are deleted daily.
- Any problem or complaint concerning your accommodation must be immediately reported directly to us and we will endeavour to put matters right. Any complaints reported to us after you have returned from holiday may not be considered relevant.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned and is very special to us. We expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.

Other helpful information such as emergency contact details, bin collection days etc. will be available at the cottage.