**Terms & Conditions**

By booking with us, you confirm that you agree to comply with and accept these booking conditions and the following information which we will provide to you

Accordingly you agree and accept that you are not offered any rights to the accommodation other than the right to occupy the accommodation as holiday accommodation for the period of your booking

 No booking of any kind is an ‘Assured Shorthold Tenancy’ or protected under the Protection from Eviction Act 1977, or any similar legislation that applies in Scotland.

Our booking services with you are available for your personal, non-commercial use only. You may not offer for resale any booking services without our express permission.

Descriptions are intended to present a general idea of the accommodation and do not constitute any advice or recommendation by us.

Occasionally, some facilities or services may not be available or may be restricted. If this happens, we will tell you as soon as reasonably practical after we become aware.

Wi-Fi is subject to availability and network conditions. It may not be available 24 hours a day and is provided for pleasure, not for business purposes.

Making your booking

As the person in charge of the party (“the party leader” or “you”), you must be at least 18 years old at the time of booking. By making the booking, you confirm that you are authorised to make the booking. It is your responsibility as the party leader to ensure that the other party members are aware of and agree to comply with these booking conditions where applicable.

 You are responsible for making all payments. You must ensure that all the information you provide us in connection with your booking is true, accurate, current and complete. If any of your details change, you must promptly update your details.

If you or any member of your party has any medical problem or disability that may affect your booking, please tell us before you confirm your booking and give us full details in writing as early as possible before you travel. If the Owner is unable to make reasonable adjustments to meet that person’s particular needs, we can refuse or cancel the reservation.

If the accommodation is available and we have received all the relevant payments from you, we will give you written confirmation of your booking as soon as reasonably possible.

We have the right to refuse any booking before we send you written confirmation. If we do this, we will tell you in writing and promptly refund any money you have paid to us

As soon as you receive your confirmation, you must check the details carefully. If anything is not correct, you should tell us immediately.

Even if we have sent a written confirmation, we have the right to cancel a booking where there are reasonable grounds to believe that (i) it is not legitimate; (ii) you are likely to breach these booking conditions; (iii) information supplied by you in relation to your booking is incorrect; or (iv) you have behaved in a vexatious, abusive or unlawful manner. If we cancel your booking in these circumstances, we will tell you in writing and will not have any legal or financial responsibility to you.

 **Payment**

When you book, we must receive full payment of the total cost of your booking

Check in is 4pm, check out is 10am. Please make sure you do not arrive earlier and check out on time.

Security deposit. There is a requirement of £100 deposit this will be returned within two weeks after you have vacated the property less any costs for breakages damages, cleaning etc if applicable.

Behaviour - You and all members of your party agree: a. to keep the accommodation clean and tidy; b. to leave the accommodation in a similar condition as you found it when you arrived; c. to behave in a way at all times while at the accommodation which does not break any law; d. not to use the accommodation for any illegal or commercial purpose; e. not to sublet the accommodation or any part thereof or otherwise allow anyone to stay in it who we have not previously accepted f. not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others. In these situations you will not receive a refund of any money you have paid for your booking. And we will not be legally responsible to you as a result of this situation (for example, for any costs or expenses you have to pay due to not being able to stay in the accommodation, such as the cost of finding alternative accommodation). Neither we nor the Owner are under any obligation to find any alternative accommodation for you.

 Pets - Pets are not allowed

Registered assistance dogs are allowed. If you or any member of the party has a pet allergy, we cannot guarantee that dogs, or other pets, have not stayed.

 No Smoking in or in the perimeter of the cottage (including e-cigarettes).

**Cancellations**

* To receive a full refund, guests must cancel within 48 hours of booking, and the cancellation must occur at least 30 days before check-in
* If you cancel 90 days before your check in date you’ll be paid 50%.
* If you cancel with less than 90 days before your check in date you will not receive any refund. 0%

**Damage**

 You are responsible for all guests staying at the accommodation and the things they do (and do not do) even if you do not stay at the accommodation during the booking period.

You are responsible for and agree to reimburse to us all costs incurred as a result of any breakage or damage in or to the accommodation which is caused by you or any members of your party or any other persons invited into the accommodation by you.

We can ask for an extra payment from you to cover any such costs.

 The cottage needs to be left in a reasonably clean and tidy state on departure and everything turned off

 If, it is not in our opinion and additional cleaning is required, you will be liable for the cost of this cleaning.

 We are allowed to enter the accommodation (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen (for example if repairs need to be carried out) or if you break any of these booking conditions. We or a representative is allowed to enter the accommodation to inspect it (including but not limited to where you have complained about the accommodation). If this happens, you will be given reasonable notice first.

 You agree to allow us or a representative (including workmen) access to the accommodation as required by this clause.

 **Unreasonable behaviour**

The Owner can refuse to hand over their accommodation if the unreasonable behaviour of anyone in your party is likely to cause offence to other guests, members of staff or neighbours, or if the Owner has reasonable cause to believe you or any member of your party will cause damage or loss to the accommodation, its services or facilities.

If this happens, the contract between you and us will end and you will not receive any refund and we will not have any further responsibility to you.

We can end a stay after the keys have been handed over, if the unreasonable behaviour of anyone in your party (including anyone invited into the accommodation by you) is likely to spoil the enjoyment, comfort or health of other guests, residents, neighbours or members of staff or where you or any member of your party (or anyone invited into the accommodation by you) has broken or is likely to break any of these booking conditions. If this happens, you will have to leave the accommodation immediately and no refund will be given. You may also be responsible for any costs incurs as a result of your behaviour.

 **Complaints**

 You must let us know immediately in writing and in any event before you travel. Unfortunately, we cannot accept any legal responsibility if you do not let us know what is wrong and allow us an opportunity to respond to you.

 We cannot be held responsible for noise or disturbance which comes from beyond the boundaries of the accommodation or which is beyond our control. If we know about a problem before you arrive, we will contact you to let you know.

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This is not a specialist disabled property but we will do our utmost to cater for any special requirements you may have. If you or any member of your party has any medical problem or disability which may affect your booking, please provide us with full details before you make your booking so that we can try to advise you as to the suitability of your chosen arrangements. We may require you to produce a doctor’s certificate certifying that you are fit to participate. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges when we become aware of these details.

If you have to cancel your booking because UK government public health measures imposed as a result of the Covid19 pandemic mean it is unlawful to travel to or to make use of the accommodation you booked, you may choose to transfer your accommodation booking to a later date free of any administration charges, subject to availability - you will have to pay any difference in price if the cost of the new booking of accommodation is higher or be reimbursed the difference if the cost of the new booking is lower. Or you can obtain a refund of the amount already paid by you for the booking of the accommodation.

**Part Cancellations**

 If any person(s) in your party needs to cancel, this will not affect the total cost of your booking. No refunds are payable in the event that you cut short your stay.

We do not expect to have to make any changes to your booking. However, sometimes bookings have to be changed or mistakes have to be corrected. We, the Owner have the right to do so. If we need to do this, we will let you know as soon as possible.

 If we have to make a significant change or cancel your booking, and as long as there is time to do so before the departure date, we contact you as soon as reasonably possible

Events Beyond Our Control. Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by “Events Beyond Our Control”. For the purposes of these Booking Conditions, Events Beyond Our Control means any event beyond our Provider’s control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned’s control.