



## TERMS AND CONDITIONS

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. Bookings are subject to the following terms and conditions.

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. 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 £200 deposit is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full.
- The balance must be paid no later than four weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation and the client will remain liable to pay the balance of the rent.
- All cancellations must be notified in writing. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable.
- 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.
- 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.
- No parties or events – the maximum number of people using the accommodation at any time must not exceed 6 people and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 4pm unless otherwise agreed and guests are required to vacate the rental by 10am on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- 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 pets or smoking will be at your expense.
- We welcome well behaved dogs and charge from £25 per week. If you are considering bringing your dog to Couthie Brae or have special requirements please contact the owners on [hil75@hotmail.com](mailto:hil75@hotmail.com) before booking.
- Please don't let dogs onto the furniture, especially sofas and beds.
- Guests are responsible for cleaning up after their pets. Dog bags can be found on the shelf in the utility area - please use them and dispose of waste in the black dustbin.
- 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.

- 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 have been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
- Please lock the doors and close the windows when you leave the property unoccupied.
- Please make sure you switch off lights, heating, or any electrical appliances when you go out – we try to be an eco-friendly holiday home.
- We want you to be warm and comfortable at Couthie Brae. Please be mindful, however, of fuel costs, and make sure any radiators you turn up are turned back down again!
- Please don't take towels off the premises, you'll need to bring your own beach towels please.
- The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
- Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
- The client may in no circumstance re-let or sublet the property, even free of charge.
- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- No compensation will be given for any temporary outage of electricity, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please respect the community and try to keep noise levels to a minimum, especially between 10 pm and 8 am.
- 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.
- Barbecues – if using portable or disposable bbqs please use a paved area only, not directly on the grass, decking, or under overhanging trees or bushes. Please ensure they are fully extinguished after use.
- Parking on the property is at guests' own risk.

#### COVID-19

Check-in and check-out times must be adhered to in order to allow time for all cleaning procedures to take place.

**If your booking becomes affected by government lockdown restrictions**, we will work with you to find a solution. We can move bookings to new dates free of charge, provide credit notes, or give a refund of the rental amount.