

Clavie Cottage Terms & Conditions.

Booking procedure

To make a booking you should first check Clavie Cottage is available for the dates you require by contacting us by Email: info@visit-burghead.co.uk, by telephone or online. If the cottage is available we will contact you to make a provisional booking, which we will hold for 7 days.

To confirm your booking we require you to send a **non refundable deposit** of £100. Upon receipt of the deposit we will send you confirmation of your booking by post or email. You will then become liable for the full balance for the weeks reserved.

This balance is due for payment 1 month before arrival. Non-payment of the balance by this date shall be deemed to be a cancellation.

When a booking is made less than 1 month prior to the arrival date the full hire charge is required to confirm the reservation, until payment is received the booking will remain provisional.

Payment: Payment can be made by cheque, direct bank transfer or credit/debit card.

Cancellation

If you need to cancel your reservation please let us know by email or in writing as soon as possible.

If the booking is cancelled more than 1 month prior to date of arrival we will refund any payments made minus the deposit.

If you cancel within 1 month of arrival you will be liable for the full balance of the hire charge.

We will make every effort to re-let the accommodation and if successful we will refund you all monies paid minus the initial deposit.

We strongly recommend that you obtain appropriate holiday insurance.

Arrival & Departure

You are requested to arrive no earlier than 4.00pm and leave on the morning of departure by 10.00am. Please adhere to this so that we have time to service the cottage before the arrival of our next guests.

General information

All linen is included in the holiday cost. This includes bed linen, towels and tea towels. Towels must not be used outside the property so please bring your own beach towels.

Heating and Electricity

The cost of heating and electricity is included in our tariff, however guests are expected to use gas and electricity as they would in their own home, i.e. by switching off appliances which are not required; by turning off the heating in warm weather; by keeping the windows closed in cool weather, etc.

Cleaning

The cottage will be in a clean and tidy condition when you arrive, you and members of your party are asked to leave the accommodation in a similar condition when you leave. We reserve the right to make a charge of £20 for extra cleaning if the accommodation is not left in a satisfactory condition.

Damages and Breakages

Please report all breakages or damage as soon as reasonably possible so that it can be replaced, both for your own benefit and those that follow you.

We request that furniture is not moved, or re-arranged so that unnecessary damage does not occur. You undertake to keep the property and all the furniture, fittings and effects in, or at the property in the same state of repair and condition as at the start of the hire period, (reasonable wear and tear excepted) and are responsible for the cost of making good any damage, which has occurred due to negligence or irresponsible behaviour.

Liabilities

We shall not be liable for any cancellations, changes, effect on your holiday, loss or damage suffered by you or for any failure by ourselves to perform our obligations to you which are due to any event(s) or circumstance(s) beyond our reasonable control e.g. fire, flood, exceptional weather conditions, industrial dispute, failure of any public service supply, mechanical breakdown, or illness etc. In appropriate cases all monies will be refunded to you – no compensation, expenses costs or other sums of any description (including without limitation the cost of securing alternative accommodation) will be payable in such circumstances by us. We shall have no liability for any death or personal injury or for damage to or loss of your personal property occurring during the period of the holiday let.

The proprietors reserve the right to terminate your stay if you or members of your party are believed to be causing a nuisance, or are not treating the property with due respect.

Any items left at the cottage will only be returned where the cost of postage is met.

Dogs: Well behaved dogs are welcome by agreement at time of booking for which there is an additional £15 charge. Dogs are not allowed upstairs. Animal hairs must be removed from carpets and furniture before departure. Dogs must not be allowed to soil the garden as young children use this area. Please bring your pet's own bed and feeding bowls. Dogs are not allowed on beds or furniture and must never be left alone in the property.

Smoking

Smoking is NOT allowed inside the property.

Rights of Access

We have the right of access to the property at all reasonable times with or without workman for the purposes of inspection, or to carry out repair deemed necessary to the property, or equipment.

Security of Tenure:

You agree that the property is used for short term hire as holiday accommodation and by only the guests listed on the booking form. Clavie cottage sleeps a maximum of 5 people and this number must not be exceeded. The hirer must vacate the property at the stated termination of the let.

We hope you will have an enjoyable stay at Clavie Cottage, however if you are not satisfied with any aspect of the accommodation we would ask that you bring this to our attention during the period of your stay so that we can do our best to remedy this for you.