

TERMS AND CONDITIONS OF LET

PERSONAL DETAILS

Information you provide will be used solely for the purposes of your forthcoming booking. Your details will not be shared with any third party.

BOOKING

You must be 21 years or over when you book Mill House.

In order to secure a booking you need to pay a deposit of £200. A credit or debit card payment secures a booking immediately. Cheques are accepted for telephone bookings only. Telephone bookings will be held for 10 days in the case of deposit payments made by cheque after which time they will be cancelled without further notice. On receipt of your deposit, we will confirm your booking in writing. You are then responsible for the balance of the rental, which is due no later than 8 weeks prior to your arrival. If your holiday is within the 8 week period, you are required to pay the full rental by credit card or debit card, cheques cannot be accepted. For bookings made within 2 weeks prior to arrival the full must be paid by debit card.

We have the right to refuse any booking prior to the issuing of any confirmation in writing. All bookings are provisional until a written confirmation is issued.

When you receive your confirmation you must check all the details carefully for accuracy and contact us immediately if you find any discrepancy.

ARRIVALS AND DEPARTURES

You can arrive at Mill House after 1600 hours on the start date of your holiday and you must have vacated the property by 1000 hours on your final day. If you anticipate being much later than 1600 hours, please let us know so we can endeavour to make necessary arrangements. If you fail to do so, you may be unable to gain access to the property.

HOUSEKEEPING

You agree to keep the house clean and tidy and leave it in a similar condition of cleanliness to when you arrived. Any additional cleaning of the property, following your departure, beyond the normal amount reasonably required, may be charged as extra.

OCCUPANCY

The numbers in your party must never exceed the number shown on your booking confirmation except by prior written agreement. If the maximum number of occupants is

found to exceed the permitted number, we will be entitled to request the Hirer to immediately leave the Property. The Hirer will not be entitled to any refund of the hire charge in these circumstances.

PETS

Pets are permitted by prior arrangement. Pets must not be allowed either in bedrooms or on soft furnishings, and must not be left unattended in the property.

ELECTRICITY USAGE

Electricity is included in the rental but this does not mean 'unlimited'. The heating and hot water system are set on timers for certain periods of the day to keep the house acceptably comfortable in all seasons and provide sufficient hot water.

For those who have special requirements outside the above parameters, it is possible to pay a supplement to cover the costs of additional electricity.

SMOKING

Please respect the no smoking policy at Mill House. If this is breached an extra charge will be levied for cleaning including, but not limited to soft furnishings, curtains and carpets.

BOOKING CANCELLATION OR AMENDMENTS BY US

We hope that we do not have to either cancel or adjust your booking in any way: however, as unforeseen problems do occur, we would contact you immediately to discuss any proposed cancellation or adjustment. In such circumstances we will endeavour to offer you an acceptable set of alternative dates. If the alternative is unacceptable to you, we will refund all payments made to us. We shall not be liable for any other costs relating to your booking.

Except where otherwise expressly stated in these conditions, we shall not be liable for changes beyond our control.

BOOKING CANCELLATION BY YOU

Please ensure that you are protected by cancellation insurance. If you have to cancel your reservation you must telephone us on the number shown on your booking confirmation as soon as the reason for the cancellation occurs. You must also confirm your cancellation in writing or by email. The day on which we receive the telephone cancellation is the day on which your reservation is cancelled. Non arrival at Mill House on the start date of your holiday will be treated in the same way as cancellation.

Deposits and balances are non-refundable in the event of a cancellation or non arrival.

We will endeavour to re-let cancelled bookings and if successful will refund all payments received less a 10% charge to contribute towards costs of re-marketing and administration.

LIABILITY AND DAMAGES

In signing the booking form you agree to indemnify us against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any other person or animal accompanying you or any member of your party. The use by Tenants of Mill House or its facilities is entirely at their own risk.

You are required to notify us immediately in the event of any loss or damage to the property and will provide us with access to the property in reasonable time for the purpose of inspection and carrying out repairs or maintenance as required.

LAW

The contract is defined as the Booking Form incorporating the Terms and Conditions of Let. The contract is governed by and construed in all respects in accordance with the laws of Scotland.