



## **LITTLE GLADSMUIR – TERMS AND CONDITIONS**

### **CONTRACT**

- The contract for a short-term holiday rental shall be made between the client and the Owner.
- The Hirer warrants that the subjects let are to be used for the purposes of a holiday and so accepts that the letting is a holiday let to which section 4 of the housing (Scotland) act 1988 apply, namely, "a tenancy the purpose of which is to confer on the tenant the right to occupy the house for a holiday"
- The Contract is only effective once we have received your booking details and the required deposit for the let and you the client have received email confirmation of the booking by ourselves.
- The Hirer shall not sub-let the property or any part thereof.
- To permit the Owner reasonable access to the property.

### **PAYMENT**

- A deposit of 25% is required as confirmation of the booking. The remaining balance will be required 8 weeks prior to entry date and will be taken from the credit card used to make the initial booking. For bookings made within 8 weeks of the arrival date, the total amount is payable. Any payment received by bank transfer, Mastercard, Visa or debit card over the telephone acknowledges and accepts the booking conditions.

### **CANCELLATION POLICY**

- Cancellation must be made by letter and or email. In the event of cancellation, the following terms shall apply.
- Six months prior to arrival. 10% of deposit or minimum £50 administration fee.
- Six months to eight weeks prior to arrival. 50% of deposit or a minimum £100 deposit charge
- Eight to four weeks prior to arrival. 50% of full cost of holiday
- Four weeks prior to arrival date. Full cost of holiday.

### **RATES**

- The rate includes Bed linen and towels and the provision of heating and hot water.

### **NUMBER OF GUESTS STAYING IN THE PROPERTY**

- Little Gladsmuir the maximum occupancy in is 2. Children staying that are not in a travel cot are counted as a guest.

### **CIRCUMSTANCES BEYOND OUR CONTROL**

- If for any reason beyond our control a property has been rendered unsuitable for holiday letting (e.g.. water damage/fire damage/loss of utilities) on the date booked, we will endeavour to offer alternate accommodation or alternate dates or offer a refund of all monies paid by the client. There shall be no further claim against the Owners.

### **COMPLAINTS**

- Your stay at Little Gladsmuir should be an enjoyable one. Nevertheless, should you have cause for complaint, please advise us immediately, as it is difficult to investigate complaints of any



nature once a client has returned home. Regrettably, therefore, it is unlikely that complaints can be accepted and investigated at the end of the hiring period or after the client has departed.

#### **ISSUES AROUND NOISE**

- Please be aware of noise-related issues when emptying bins, early in the morning or late at night, especially the disposal of glass bottles.
- Your stay at our properties should be an enjoyable one. Nevertheless, should we receive a complaint, regarding noise-related issues, such as anti-social behaviour, loud music, noise from parties, and drunkenness, please be advised, that these will be dealt with swiftly and if not resolved, then you may be asked to leave the property early.

#### **PETS**

- Pets are not permitted at Little Gladsmuir.

#### **SMOKING**

- Guests are reminded that smoking is NOT PERMITTED in Little Gladsmuir. If there are indications that you have been smoking in the property, you will be charged for the extra cleaning required.

#### **ARRIVAL AND DEPARTURE**

- The Guests agree that unless otherwise agreed, that arrival is at 3pm on the arrival date and departure is at 10:30am on the departure date. If for any reason you do not vacate the property by 10:30am on the departure date, then extra costs will be incurred.

#### **CARE OF THE PROPERTY**

- Guests are responsible for leaving the property in the same condition as when they arrived. This is in a clean and tidy state, with the beds stripped where possible.
- The hirer binds themselves to pay the Owner for any loss or damage beyond reasonable wear and tear.
- The hirer is responsible for the removal of all refuse at the end of their stay in accordance with the guidelines laid out in the property. Any refuse or recycling left in the property will incur a charge for removal.
- The hirer undertakes to prevent any member of their party from causing a nuisance or disturbance to any other residents or occupiers.
- The hirer undertakes to leave the property secure if left unoccupied during their stay.
- We ask guests to report any breakages or damages whether accidental or not immediately. Where necessary we will expect you to replace or leave money for repair.
- Likewise, we would expect you to report any faulty equipment during your stay. In the event of a breakdown, a repair or replacement shall be fitted or replacement within 48hrs.
- We cannot be held liable for a breakdown of any facility which is beyond reasonable control (e.g., breakdown or failure of any electrical equipment, facility, or plumbing) or from any misuse or negligence of the client using the equipment.

#### **INSURANCE, PERSONAL INJURY AND LOSS OF CLIENT PROPERTY**

- The hirer or members of his/her party cannot hold the owners or agents responsible for injury sustained or the loss or damage to any belongings during their stay.



- The property owner accepts no liability for accident, injury, loss, or damage sustained by any residents, their family, visitors, animals, vehicles, or personal effects however caused.
- Please consider obtaining personnel holiday insurance for personnel injury and loss of client property.

#### **EV CHARGING**

- Due to Health and safety rules and the electrical supply constraints we are unable to allow EV charging via 3 pin plug sockets at the houses.
- Please refer to ZAP Map and Charge Place Scotland for charging places.

The General Terms & Conditions are displayed in the cottage information folder.

Reviewed February 2024.