

Terms and Conditions of Let

All bookings are conditional upon compliance with the Scottish Short Term Lets Licencing Scheme.

Your reservation should be for holiday purposes only unless otherwise agreed in writing. Should you wish to use the property for stag parties, hen parties, weddings or any special event, please contact us to discuss the details.

You are not permitted to sub-let the property or any part of it.

The contract is between you and ourselves as the owners of the property, and is subject to the following conditions:-

1. PERSONAL DETAILS

Your details will not be shared with any third party.

2. GENERAL TERMS

You can arrive after 4pm on the start date of your holiday and we must ask you to have vacated the property by 10am on your final day. This is particularly important during busy times, as it is a large house and our housekeeper needs the full 6 hours in which to prepare it for the next guest.

We can sometimes be flexible on the arrival or departure times, particularly in low season if there is no booking before/after yours. By all means ask us should you need to, and we will accommodate you if we can.

You will be provided with the contact details of our housekeeper. We ask that you arrange your arrival time with her, so that she can welcome you to the house on our behalf and give you an induction.

We ask that the numbers in your party should not exceed the stated house capacity, except by prior agreement. We reserve the right to make additional charges should we agree to this, in order to cover the additional costs of cleaning and laundry.

We ask you to undertake to leave the house secure if left unoccupied during your stay.

We reserve the right to enter the property at any reasonable time for the purpose of inspection, repair work etc

Inclusions

Fuel is included in the rental. The house is centrally heated by a ground source heat pump, and is kept at a constant temperature. Logs are provided free of charge for the wood-burning stove should you need additional heating.

Towels and bedding (**except cot bedding**) are included in the rental.

Free, unlimited internet services are included, but we do not accept responsibility for any failure of this service where the problem is outside of our control. No compensation is payable in the event of this service failing or being unavailable.

3. DOGS

We permit one, well behaved dog, although additional dogs may be permitted on request.

There is a charge of £40 per week per dog.

If you have arranged to bring a dog with you, please do not allow it upstairs, in bedrooms or on soft furnishings. And please do not leave it unattended in the house.

Any damage or additional cleaning arising from dogs may result in the Good Housekeeping Deposit being withheld.

4. SMOKING

We operate a non-smoking policy in the house, and we ask you to respect this please. Evidence of smoking in the house will result in the Good Housekeeping Deposit being withheld.

5. YOUR BOOKING

You must be 21 years or over when you book this accommodation. We reserve the right to refuse any reservation prior to the issuing of any confirmation in writing. When you receive your confirmation you must check all the details carefully for accuracy and contact us immediately if you find any discrepancy.

Contract

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email. Therefore, bookings made through our online booking system are provisional until confirmed by us.

6. RENTALS AND CHARGES

In order to secure a reservation, we ask you to pay a deposit of 25% of the total rental by bank transfer. We then ask for the balance to be paid no later than 12 weeks prior to your arrival. If your holiday is within the 12 week period, we must ask you to pay the full rental. If the balance is not paid by the stated date, the booking will be deemed to be cancelled and subject to the cancellation conditions.

On payment of the balance, you will be provided with further information for the house, such as travel directions, wifi code and contact details for our housekeeper.

7. GOOD HOUSEKEEPING DEPOSIT (GHD)

We ask for a £250.00 GHD, which represents your agreement to leave the property as found. We may claim for any loss or damage up to the amount of the GHD. In addition to damages, we may claim for excessive cleaning costs, smoking, over-occupancy etc. We may also claim for any costs arising from your booking which were not anticipated. There will be an enhanced GHD for certain types of booking, such as weddings, stag/hen parties, film shoots etc.

You may pay this in one of two ways: _

By pre-authorised credit card. The funds will be allocated from your card, but will not be taken unless there is a claim.

By debit card. Debit cards cannot be pre-authorised and if debit card details are given the funds will be banked prior to your stay and refunded following your stay.

Provided the property is left as found at the end of the rental, no claim will be made. If you have pre-authorised a credit card, the code will be cancelled 7 days following your departure and no charge will be made. If you have paid by debit card, the full amount will be refunded

to the same card.

If there is any loss or damage identified within the 7 days following your departure, we will deduct the required amount from your card and inform you of this. We will provide you with a breakdown of the cost.

8. COMPLAINTS

We hope you will not have any cause for complaint, but in the event of a problem arising, we ask you to contact our housekeeper immediately. In most cases, she will be able to resolve the problem, but if you are still unhappy, please contact us direct.

9. LIABILITY

We are insured against loss or injury resulting from our own negligence. In the absence of any negligence or other breach of duty by us, the use of the house by guests is entirely at their own risk.

We do not accept responsibility for events or circumstances out of our control, such as adverse weather or power failures.

10. DISCLAIMER

We have taken every care to ensure the accuracy of information on our website. All information is provided in good faith and believed to be correct.

11. LEGAL

This agreement is governed by and construed in accordance with the Laws of Scotland, and is subject to the jurisdiction of the Scottish Courts.

In accordance with Scottish law, an application for a Short Term Let (STL) Licence was submitted to the Highland Council on 27th September 2023. Our reference number is FS-Case-550056694.

In the event that any individual term or clause stated in this agreement is not permissible by law, the remainder of the agreement shall remain valid.

This does not affect your statutory rights.