

## Definitions

1. The **Owner**, as used herein, refers to the legal Owner of the rental Property
2. The **Guest** refers to the person renting the Property and to anyone else in the Guest's party.
3. The **Property** means the Property being let including all installations, appliances, fixtures and fittings at, or in, the unit or in any outbuildings. A general **Property Description** is included below.
4. The **Booking Form** is the written agreement which is signed by the Guest accepting the Terms and Conditions.
5. **Terms and Conditions** refers to the Booking, Payment, Occupancy and other aspects of the Property's use by the Guest(s).
6. **Deposit** is the non-returnable percentage of the total payment made by the Guest to the Owner confirming the specific holiday let.

## Property Description

Shore Cottage is a semi-detached, single storey dwelling with a kitchen, living room, bedroom and bathroom. A cupboard in the hall houses the fuse box and stop cock to turn off the water supply. There is one door into the property, accessed by 2 steps, and a small porch with hooks for hanging coats. A boot rack is also provided. Heating is by electric storage heaters and a multi fuel stove (some fuel is provided). There is an electric towel rail and an electric shower in the bathroom. The bathroom has linoleum flooring, the hall, sitting room and kitchen have Karndean flooring and the bedroom is carpeted. There is a timber shed in the garden- take great care on entering as it has a **very** low doorway! The property is surrounded by lawn and is enclosed by a fence and mature hedge. The maximum guest occupancy is 2 adults.

*PLEASE NOTE:* Following industry guidelines for self-catering properties, Shore Cottage currently does not have books, DVDs or games available for use. There are also currently no non-essential rugs or cushions in the house. Only essential kitchen utensils are provided.

## Contract of hire

The Booking Form, including acceptance of the Terms and Conditions, is the agreement or contract between the Owner of the Property and you the Guest. You are entitled to occupy the Property for holiday use only. This contract will not give you any security of tenure under the terms of the Housing Act 1988.

## Booking and Payment

The booking of the holiday will be effective when a deposit of £100 has been paid and the signed Booking Form has been returned to the Owner. The full balance of the total cost must be paid not later **28 days** before the start of your holiday. Payment should be made by cheque or Bank Transfer (see Booking Form). Credit cards are not accepted.

## Overseas bookings

Payment should be in Pounds Sterling and can be made by Bank Transfer (charges may apply) or by a sterling cheque drawn on a UK bank.

## Cancellation/insurance

The following conditions prevail pertaining to **COVID-19**:

- If the Guest needs to cancel their booking due to having COVID-19 symptoms, their deposit and balance will be refunded in full.
- If the Guest needs to cancel their booking due to travel restrictions dictated by their local tier, their deposit and balance will be refunded in full.
- In the unlikely event that the Guest, or one of the Guest's party, develops COVID-19 symptoms whilst staying at Shore Cottage, or regulations prevent the Guest or member of their party from travelling home as planned, the Guest and their party will be permitted to extend their stay for the period of isolation required by the Government at the same nightly/weekly rate as they paid in their original booking, plus an additional 3 nights charge allowing for post-infection cleaning procedures required by regulation before the house can be used

again. This will also apply if the Guest has been asked to self-isolate (and therefore needs to remain at Shore Cottage) through 'Test and Trace.'

- If the Guest or one of the Guest's party is required to return home and the Owner is informed immediately, the balance of any remaining nights, less the required 3 nights to allow for post infection cleaning procedures, will be credited against a future stay.
- If the Owner is required to cancel the Guest's booking at short notice due to COVID-19 (e.g. an outbreak on the island, return to lockdown or the previous guests having to self-isolate at Shore Cottage), the Owner will endeavour to find the Guest alternative accommodation. In such cases, the Owner's liability to the Guest will be to refund **all** monies received for the booking or to move the booking, plus monies paid, to another suitable date.
- The Owner will make all Guests aware of the measures which have been taken to comply with UK/Scottish/Government protocols for cleaning self-catering properties to reduce the risk of spreading COVID-19. By making the booking the Guest agrees that the Owner has taken all reasonable steps to do so.

Note 1: Taking out cancellation insurance might be a consideration.

Note 2: If travel plans are disrupted on the day of travel, contact the Owner immediately.

### **Arrival and departure times**

Lettings commence at 4:00 PM on the first day of your holiday and end at 10:00 AM on the day of departure. If this changes the Owner will inform you in advance of your arrival.

### **Meet and Greet**

The Owner may leave the key in a pre-arranged place if she is unable to meet you in person. The Owner will advise.

### **Young People**

We regret that we are unable to accept bookings from people under the age of 21.

### **Number in Guest's party**

This must not exceed the maximum number stipulated in the published Property description.

### **Complaints**

The Owner must be notified immediately of any problems so the matter can be dealt with promptly.

### **Non availability of Property**

In the event of damage to, or destruction of the Property by any of the risks insured against by the Owner (e.g. flooding), all monies will be refunded in full. The Guest will have no further claim against the Owner.

### **Right of entry**

Prior notice will be given (except in an emergency) if the Owner needs to enter the Property.

### **Liability**

The Owner has Public Liability insurance but cannot be held responsible for accidents resulting from negligence.

### **Loss, damage and care of Property**

The Guest is responsible for any loss or damage to the Property and contents (reasonable wear and tear excluded). Items which are broken or damaged during the letting period should be replaced. The Guest must keep the Property in good order and leave it in a tidy and clean condition. If an excessive amount of cleaning is required a charge will be made.

### **Personal belongings**

Insurance for personal belongings is the responsibility of the Guest. The Owner will not accept any liability for theft of, loss of or damage to personal belongings.

### **Consideration**

The Guest is required to keep noise from disturbing the neighbours.

### **Internet**

BT Broadband is available at Shore Cottage. Please log in as per instructions in the Welcome Folder. Downloading illegal or copyright material is strictly prohibited.

### **Waste disposal**

The Guest will ensure that all rubbish has been removed from the Property on departure i.e. double bagged and placed in the coal bunker and recycling bins as instructed in the Welcome Pack.

### **Electricity and heating**

This is included in the rent. There may be some supplementary charges between October and March.

### **Linen**

All linen - towels, tea towels, face cloths, a bath mat, pillowcases, sheets and duvet covers- is provided. If this situation changes, the Owner will advise. If there is a very young child staying, a cot (and highchair) are available. Cot bedding will be required.

### **Pets**

Unfortunately pets are not allowed at the Property.

### **Disclaimer**

The Owner of 'Shore Cottage' has taken good care to ensure the accuracy of the Property Description. All information has been given in good faith and is believed to be correct at the time of printing. The Owner cannot be held responsible for any errors or omissions.

**AW**

**8 January 2021**