

THE BIRDHOUSE

at

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TERMS AND CONDITIONS:

Please read these Terms & Conditions carefully as by booking and paying for a holiday you are deemed to have accepted them.

CONTRACT The contract for a short-term holiday rental shall be made between the client and the owner. The Contract is only effective once the transaction has been approved via email or by telephone, the required deposit payment has been received and confirmation has been sent to the client.

This contract between the client and the owner is for the purposes of a holiday let and is accepted as such by both parties, to which Section 12(2) and paragraph 8 of Schedule 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 client shall not sub-let the premises or any part thereof.

PAYMENT AND PRICES A non-returnable deposit of 25 percent of the balance is payable on booking. Provisional bookings are held for 2 working days only. The balance of the rental is payable 6 weeks prior to arrival. For bookings made less than two months in advance, the total amount is payable on booking. Payment can be made by bank transfer or debit/credit card. . The client is responsible for the cost of any bank charges payable if the funds are transferred from abroad and the amount due is the total price detailed in the enquiry email response. If there is any shortfall this must be paid for by the client on arrival. In the event of the failure to submit the balance 6 weeks prior to the date of entry we reserve the right to re let. The owner reserves the right to amend the price and conditions detailed on the website anytime prior to booking and variations may apply from the published price if there are any major events on locally.

CANCELLATION In the event that you have to cancel with less than 6 weeks prior to arrival date, every effort will be made by us to re-let the property, but if this is unsuccessful the full balance will be payable by the client. In the event of cancellation, notice of cancellation must be sent by registered post or recorded delivery letter. **Holiday/Travel cancellation insurance is therefore strongly recommended.** In the unlikely event of the owner cancelling the booking a full refund of all monies will be given to the client.

COVID AND CANCELLATION In the event lockdown occurs within the Scottish Highlands or within Scotland as a whole, full monies including the 25% deposit will be returned to the client, or transferred to a later date should the client request that. If the client is unable to travel due to lockdown in their country or county full deposit and balance will be refunded. **We recommend that you take personal health/travel insurance as we do not cover cancellations due to illness.**

PERIOD OF HIRE The Birdhouse will be ready for you by 4.30pm on the day of arrival and must be vacated not later than 10am on the day of departure. **Early arrival and later departure are by prior arrangement only.** Change-over days for weekly stays are normally on Fridays.

Please advise us of your expected arrival time so we can make suitable key collection arrangements with you. We cannot be held responsible for properties not being ready for occupation should clients arrive earlier than 4.30pm. Likewise, especially during high season periods, departure must be by 10am. We reserve the right to decline accommodation and to require the immediate removal of any persons not complying with these conditions or for any behaviour detrimental to the property.

NUMBER OF GUESTS: The number of persons occupying the property must not exceed two persons. We reserve the right to terminate the hire without notice if this condition is breached. Guests are welcome to visit but must not stay overnight.

SMOKING POLICY Clients are reminded that The Birdhouse is strictly non-smoking to ensure the comfort of all of our guests. All traces of smoking must be removed from patios/gardens etc by the hirer prior to departure.

CARE OF PROPERTY **Please leave The Birdhouse clean and tidy on departure!** We reserve the right to make an extra service charge if the property is not left in a satisfactory condition. For spillages on the upholstery or bedding, there is upholstery cleaner in the cleaning cupboard – soak up the majority of the stain first with absorbant paper or cloth. We do ask clients to report accidental breakages to us immediately and, where deemed necessary, leave payment for replacement/repairs prior to departure. We aim to ensure that The Birdhouse is maintained to a high standard and as such we would ask that all faults or failure with any equipment within The Birdhouse should be reported immediately in order that steps can be taken to remedy the problem. We cannot be held liable for a breakdown of any facility which is beyond our 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. The client must leave The Birdhouse secure if left unoccupied during the period of let. The client must permit owners and their agents reasonable access to the property.

ELECTRICAL EQUIPMENT WITHIN THE PROPERTY When the property is unoccupied the following **MUST NOT** be left on or unattended within the property: Toaster, Electric Blanket, Oven, Washing Machine and Dishwasher. Should a fire or flood be caused due to any of these items being left on unattended whilst the property is empty, the persons occupying the property will be liable for all damages incurred including future loss of business.

DRAINAGE/WASTE The Birdhouse has a septic tank system with fairly narrow pipework leading there! Please ensure that **only waste and loo paper** are put down the toilet. A closed bin is provided in the bathroom for everything else. Please ensure that **only water and liquid (excluding solidifying fats)** are put down the kitchen sink. All food stuffs, including coffee grains, must be put in the kitchen bin. Please report all blockages immediately so they can be quickly rectified.

ITEMS INCLUDED Our prices include the provision of quality bed linen, duvets, towels and electricity, and logs. We also provide toilet paper, washing up liquid and all the basic cleaning items that you would require during your stay. Salt and Pepper are in the store cupboard. The bathroom is equipped with beautiful organic Highland Soap products and there is Highland Soap Company Hand Sanitizer in the property also. There is a welcome basket full of “goodies” for your arrival

PERSONAL INJURY & LOSS OF CLIENT PROPERTY The client or members of his/her party cannot hold the owners responsible for injury sustained or the loss or damage to any belongings during their stay. The proprietor accepts no liability for accident, injury, loss or damage sustained by any residents, their family, visitors, animals, vehicles or personal effects however caused.

DOGS AT THE BIRDHOUSE

Dogs are accepted by prior arrangement only. A small or medium dog is welcome: unfortunately the **Birdhouse cannot accommodate large dogs.**

Owners are kindly requested to bring their own dog bed and towels for drying the dog.

Dogs must not be left in the Birdhouse unattended at anytime.

Dogs are NOT allowed on the soft furnishings - bed, chairs, sofa etc. (Should your pet be used to this at home we request you bring your own bedding and duvet, and protective covers for the living room chairs).

There are no outdoor kennel facilities so during wet weather please towel dry your dog before entering the Birdhouse. Wash muddy/sandy dogs before entering the Birdhouse or keep them in your car until they are dry. (There is a tap and hose at the back of Shell Cottage that can be used to rinse dogs. There is a bucket and cloth in the Birdhouse broom cupboard also).

Wildlife in the immediate area is abundant and free range! – please keep your dog on a lead or under control when walking outside the Birdhouse.

Dogs are to be kept under control when in the garden and more boisterous dogs are requested to be kept on a lead in the garden.

Dog owners are requested to take their dog off the premises and out of the garden for all pees and poos! Bagged dog waste can be placed in the green lidded bin in the car park area.

Any damage to premises carried out by the dog has to be paid for in full.

The £125 damage deposit is secured initially at booking to cover any damage made by people or dogs on the premises and will be returned in full at the end of the guests stay should no damage occur.

The Birdhouse is decorated to a high standard. We ask all dog owners to be respectful of Dog Terms and Conditions so that future dog owners can enjoy their holiday with their pet too.