

# Terms & Conditions

## 1. Making a booking

A booking is provisional until confirmed by us and the deposit paid.

## 2. Deposit

There must be a deposit with a booking of 25% of the tariff, with a minimum of £100. If a booking is made less than 6 weeks before the commencement of the holiday, then the full fee is due.

## 3. Balance

Payment of the balance is due 6 weeks before the commencement of your holiday.

## 4. Payments

Any payments may be made to The Boathouse by direct payment to our Bank of Scotland bank account **22131663** sort code **80-22-60**, or by credit card via our online booking system as part of the booking form.

## 5. Cancellation

If you wish to cancel your booking then you must notify us as soon as possible, which must be confirmed in writing or by e-mail.

If a cancellation is made prior to the balance being paid, then the deposit will not be refunded unless the time is re-let, when an administration fee of £25 will be retained.

If the cancellation is made after the balance has been paid, then all the monies will not be refunded unless the time is re-let when an administration fee of £25 will be retained.

We recommend that you use holiday cancellation insurance to cover the price of your holiday should unforeseen circumstances mean that you have to cancel.

## 6. Arrival and Departure

The Boathouse will be available for your arrival from 4.30pm and we expect you to depart by 10am unless notified otherwise. Please note that during the low season, short breaks for 3+ nights with negotiable arrival/departure days are available. We will advise where the keys will be located.

## 7. Your Obligations

We ask you:-

- (a) to vacate the property by 10am;
- (b) that all reasonable and practicable care be taken of The Boathouse, furnishings, fixtures, fittings and effects both within or on the property grounds, leaving it in a clean and tidy condition at the end of your stay.
- (c) to please advise us of any breakages or damage that should occur during your stay, for certain breakages or damage, we may ask that they should be replaced or remunerated.
- (e) to permit the owners and their staff reasonable access to the property.

(f) not to exceed the total number of people in the original booking unless otherwise agreed. Sub-letting is strictly prohibited.

#### **8. Liability**

The owner accepts no responsibility for loss, injury, damage or death to any member of the hirer's party or property during their stay at the property, unless this results from the owner's negligence.

#### **9. Non-availability of Property**

If the property is rendered unavailable due to circumstances outside the owner's control, then a full refund will be made with no further claim against the owner.

If the property is rendered unavailable to other guests due to your activities, then you will be responsible for any loss of income for the owner.

#### **10. Complaints**

All complaints must be notified to us as soon as reasonably possible to allow for the opportunity of making good. We aim to make your stay as welcoming as possible.

#### **11. Linen and Fuel.**

Use of electricity, fuel oil and all towels & linen and Internet connectivity are all provided as part of your rental fee.

#### **12. Electric Car Charging**

There is no electric charging point at the Boathouse. Charging of Electric vehicles from the property is prohibited.

#### **13. Pets**

No pets allowed.