

## Balranald Cottage T&C's

Please read the following, if there is something you would like to discuss please contact us and we will do our best to be flexible.

The terms and conditions (together with those stated or reasonable implied anywhere on any page of the Balranald Cottage website) apply to all holidays at Balranald Cottage.

- 1) You must be 18 or more years of age to make a booking. You shall be responsible for complying with these terms and conditions subject to any variation thereto agreed in writing between you and us.
- 2) The period of hire shall be from 1600hrs on the first day, terminating at 1100hrs on the last day.
- 3) A non- refundable deposit of 20% becomes payable at the time of reservation for the full period booked. Full payment is due 60 days prior to arrival.  
For bookings made two calendar months of less before the start of your holiday, the full amount payable for your holiday is required to be paid at reservation.
- 4) If you wish to cancel, please let us know, by phone or email. In the event of cancellation within 60 days of arrival, all monies will be forfeit unless another customer books the Cottage.
- 5) You shall be responsible for the actions of yourself and any member of your party. You must take reasonable care of Balranald Cottage and leave it clean and tidy at the end of your holiday. You will be charged the cost of making good any damage including excessive soiling of carpets, upholstery and other damage or loss caused or permitted by you or any member of your party.
- 6) You are responsible for antisocial, un-neighbourly, reckless or criminal conduct by you or criminal conduct by you or a member of your party during your occupation of Balranald Cottage.
- 7) We reserve the right to remove person or persons from the property due to unreasonable behaviour, damage to the property, or exceeding the stated occupancy. In this case refund will be at the discretion of the owners.
- 8) No smoking is allowed inside Balranald Cottage.
- 9) Guests agree to only use the wood burner if they are competent to do so and having fully read and understood the instructions given on arrival.
- 10) No liability shall be accepted by us for loss, damage or theft of personal property belonging to guests, either in the property or in/to cars, bicycles or other vehicles left on the property. Nor shall liability be accepted by us for accident or injury to guests, either within the property or outside

- 11) Adverse Travel Condition. Where there are ferry/plane disruptions due to bad weather conditions or any form of industrial action, Balranald Cottage can not be held responsible for non-arrival and no refunds will be given.
- 12) To minimise the cost and inconvenience of cancelled bookings we strongly advise you take out holiday insurance.
- 13) Tarrif: prices include, Electricity (up to £20/wk) guest shall be liable for paying any electricity costs greater than £20/wk. linen, towels, WiFi, welcome pack.
- 14) Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire.

#### COVID - 19 T&C'S UPDATE

<p>COVID SYMPTOMS DURING YOUR STAY</p>	<p>In the unlikely event that you or one of your party develop symptoms of COVID-19 and Government guidance or regulation prevents you from travelling home as planned, we will permit you to extend your stay for the period of isolation required by the Government at the same nightly rate as you paid in your original booking</p>	<p>In the unlikely event that any guest develops symptoms of COVID 19 whilst staying at the property, and the group is required to return home. If we are informed immediately, the balancing cost of any remaining nights, less a required 3 nights to allow for post-infection cleaning procedures, will be credited against a future stay. If Government regulation prevents you from travelling home and a guest is required to self-isolate in the property, you will be charged for the total stay at the same nightly/weekly rate as per the original booking plus an additional 3 nights charge allowing for allow for post-infection cleaning procedures required by regulation before the house can be used again.</p>
<p>CANCELLATION ON OUR PART DUE TO COVID</p>	<p>We may need to cancel your booking at short notice due to COVID-19 (e.g. for outbreak on the island, return to lockdown, or the guests before you having to self-isolate). If our other</p>	<p>If the property becomes unavailable or unusable or, as Owners, we have to cancel the booking for any reason e.g. due to UK /Scottish government restrictions for reasons relating to coronavirus, at any point prior to arrival, then our sole obligation is to</p>

	<p>cottage is available then you will be offered that, if not then we will try to find similar alternative accommodation for you, but cannot guarantee this will be available. In such cases, our liability to you will be limited to returning all monies received by us for your booking (or moving your booking plus money paid to another suitable date).</p>	<p>confirm the cancellation of the booking to you as soon as possible and reimburse you for all payments made to us or offer credit voucher against a future stay. We are not liable for any consequential damage or losses incurred. We can help you find similar alternative accommodation but cannot guarantee this will be available.</p>
<p>LIMITING LIABILITY FROM ANY INFECTION</p>	<p>We will make you aware of the measures we have taken to comply with Government guidance to reduce the spread of COVID-19. If you expect or require any additional measures to be taken, please let me know asap. We may have to alter check in/out times to allow deep cleans.</p>	<p>We make all guests aware of the measures we take to comply with UK/Scottish/Government cleaning protocols for self-catering properties in the context of COVID-19 to reduce the risk of spreading the virus. By making your booking, you agree that we have taken all reasonable steps to do so.</p>
<p>CANCELLATION ON YOUR PART</p>	<p>If you are unable to travel to Balranald Cottage as a result of ferry/air travel capacity you will receive a full refund minus the holding deposit.</p>	