

# An Teallach - Terms & Conditions

Please ensure you have fully read the following Terms & Conditions before booking An Teallach.

A confirmed booking to stay at An Teallach is a letting agreement between guest and the owner of An Teallach, Elaine Robson. The booking is for holiday purposes only. The house and grounds are only let to those people specified on the booking form. No Sub-letting is permitted. No campervans, caravans or tents are permitted on the property without the owner's consent.

## ACCOMMODATION BOOKING TERMS & CONDITIONS

### DEPOSIT AND PAYMENTS

An Teallach is a furnished Self Catering property with garden which is let out on a weekly basis (7 nights), from Saturday to Saturday (with the exception of the Christmas and New Year weeks which will change each year ) unless agreed otherwise,

Bookings can be made through Vrbo, Trip Advisor or direct through our own web site

To secure a booking following an enquiry either directly online, by phone or by email, a £200 a non-refundable deposit must be paid at the time of booking. The remaining balance including the security deposit must be paid 6 weeks prior to booking arrival date. If booking within 6 weeks of arrival full payment including security deposit must be paid. Non payment of balances when due will be treated as a cancellation and the house will be made available for re-letting.

Payment can be made by bank transfer or by card (all card payments will have a 3% management fee on balance paid)

### SECURITY DEPOSIT

A security deposit of £250 is payable with the booking balance. Please note that this will be banked upon receipt and refunded within 7 business days at the end of your stay, subject to the following conditions:

- You agree to take all proper and reasonable care of the house and grounds , its furniture, pictures and effects and leave the house in the same clean and tidy condition at the end of the rental period as at the start.
- You agree to inform us of any damage, breakage or loss arising during your stay. Any items not reported as damaged or which are missing from the house will be charged in full.

- You agree not to smoke in the house or shed or discard cigarette butts in the grounds or surrounding area.
- You agree that the number of people or dogs occupying the house will not exceed the number stated on the booking from **without our explicit agreement**. We reserve the right to refuse entry to the entire party if this condition is not observed.
- You agree to take all your belongings with you at the end of your stay as we cannot guarantee to find missing items or return them to you.
- You agree to allow us the right of entry at all reasonable times for the purpose of inspection or to carry out essential repairs or maintenance.

If these conditions are not satisfied, we will deduct all reasonable costs from your housekeeping bond. Examples that may forfeit the bond : missing or stained linen, smoking in the house, excessive cleaning up to max of £150, excessive telephone use, Lost keys £50, damage or excessive cleaning from dogs staying.

### **CANCELLATION POLICY**

We strongly recommend you to take travel insurance to cover loss caused by severe weather conditions or unforeseen circumstances. If circumstances arise and you need to cancel your booking the following will apply

Cancellation more than 6 weeks prior to date of arrival, loss of deposit, balance payment not required. Cancellation less than 6 weeks prior to date of arrival – full balance is payable.

In the event that the house becomes unavailable due to circumstances beyond our control (e.g fire ,theft or damage) our liability will be limited to the amount of any payment received, which we will refund in full.

### **ADDITIONAL TEMPORARY COVID 19 CANCELLATION POLICY**

Any booking that has to be cancelled due to government COVID 19 national lockdown or local restrictions on travel or household coming together that affects either our guests or An Teallach then the full booking cost will be refunded. In all other circumstances our normal cancellation policy applies.

you are not covered if you or a member of your party are unable to travel, if you or a member of your party falls ill with COVID, or are required to quarantine or self-isolate or if numbers are effected by imposed household 'bubble' restrictions These events can be covered by you taking out travel insurance.

We strongly recommend that you take travel insurance to cover loss caused by COVID-19 or any other unforeseen circumstances.

## UTILITIES

The rent of the property includes rates, insurance and a standard allowance for electricity and heating oil. Basic weekly allowance for electricity is 140Kwh and allowance for heating oil is 100Ltrs. Any excess over the basic allowance as per the meter readings on departure will be charged at the current rates.

## INTERNET

Wifi broadband is available free of charge but is subject to the following restrictions:

- You agree to use the internet responsibly and not to access illegal or offensive websites. Parents are responsible for supervising their children's use of internet
- Details of how to connect to the internet will be made on arrival.

## HOUSE RULES

**Breach of these Terms & Conditions requires any visitor to vacate the premises immediately. AN TEALLACH HOUSE RULES - Please respect them:**

- Follow all conditions regarding Security Deposit
- Please respect neighbours
- No abuse of facilities or equipment
- No smoking inside any of our buildings
- Please use the recycle and refuse bins and remove all rubbish from household bins to correct refuse bins outside garage
- Do not damage surrounding trees and grass areas
- Please make sure dogs are supervised at all times
- Read and be aware of the fire plan and fire equipment

## ARRIVAL DAY:

An Teallach is available from 4pm.

Check in is remote and arrival details will be sent to you by email the week prior to arrival

## DEPARTURE DAY:

An Teallach must be vacated by 10.00am. Please note the following:

- Please remove all rubbish from inside to main outside bins
- Remove all food items from fridges/freezers
- Ensure all keys are left
- Any excess electricity and Heating Oil used will be calculated and guest informed.

## **PET POLICY**

Well-behaved dogs are welcome

- Guests must get permission in advance of bringing a dog to stay;
- There is a maximum of two dogs allowed
- Dogs must be supervised at all times in and around the property
- Dogs are not allowed in the bedrooms, upstairs or on any of the furniture/beds
- Owners must clean up all mess, and an additional cleaning charge up to £150 will apply if the accommodation or garden is found to be in an unsatisfactory condition on departure.
- If any damage occurs, it will be charged at replacement cost. This could be more than your security deposit.

## **LIABILITY**

In absence of negligence on our part, the use of the house, gardens and its facilities is entirely at your own risk