

Loch Morar Self Catering - General Terms and Conditions

Terms and Conditions

A contract between you and us (the owner) will come into existence when the deposit or full payment is received, and a booking confirmation is issued showing the confirmed holiday dates.

1. Direct Booking and Payment

You can book online or by email or phone.

Payment can be made by BACS or Credit card.

Credit/Debit Card

You will automatically pay the 25% deposit by credit card if you book through our online system. Telephone & email bookings and balancing payments can be made by credit card or bacs payment.

BACS

BACS details Account Name: Beverley Arnold Sort Code: 87-39-03 Account Number: 80370260. TSB Bank (When making a BACS payment please use your surname as the reference)

International Bank details:

IBAN:GB65TSBS87390380370260

BIC: TSBSGB2A

Name of account: Beverley Arnold

(When making a BACS payment please use your surname as the reference)

The balance for your stay is due 4 weeks before commencement of the holiday. If you have paid by Credit/Debit card at booking the balance will be automatically charged to your card 4 weeks before your stay. We reserve the right to cancel the booking if the balance is not paid by the due date. If a booking is made less than 4 weeks before arrival, the full cost is due at the time of booking. The booking deposit (25%) is non-refundable in the event of a cancellation.

If booking through booking.com or pitchup please see their separate terms and conditions.

2. Cancellation

All cancellations must be notified in writing. In the event of cancellation after the full balance has been paid, we will endeavour to re-let the property. If successful, all money (excluding the deposit) will be refunded. If we are unable to re-let the property, you are liable for the full balance outstanding. Cancellation insurance is strongly recommended. If you choose not to take out insurance then you accept responsibility for any loss that you may incur due to your cancellation

3. Non-Availability of Property

“Force Majeure” (circumstances beyond the control of the owner): If for any reason we have to cancel your booking in advance due to circumstances beyond our control for example fire, flood, exceptional weather conditions, destruction/damage to the

property, you will be refunded the full amount of the booking. If we have to terminate your holiday early for the above reasons you will be refunded part of the accommodation costs based on the time remaining of the booking. This will be the full extent of the liability of the owners. No additional compensation, expenses or costs will be payable.

4. Arrival and Departure

The property will be available for occupancy from 4.00pm on the day of arrival and should be vacated by 10.00am on the day of departure.

5. Responsibilities

You are responsible for the property during your stay and it should be left in a clean and tidy condition at the end of your holiday and all furniture, fixtures, fittings and effects in or on the property should be left in the same state of repair as at the commencement of the holiday, fair wear and tear excepted. Any damage or breakages will be charged and must be reported to the owners prior to departure.

The contract between the hirer and the owner of the property is in terms of Schedule 4, Section 8 of the Housing (Scotland) Act 1988 and confers on the hirer the right to occupy the property for the period agreed for holiday purposes only.

6. Covid 19 / Global Pandemic

In the event of future Covid 19 or other Global Pandemics. Government guidance will be followed and guests will be required to do the same. In the event that guests can't leave the property at end of their booking, they will be liable for the current cost per night of the accommodation for the duration of their forced stay.

Guests who are prevented from staying due to a previous guest not vacating will be offered a full refund. Alternative accommodation for the guest in the local area will be sought if possible, the limit of our liability will be the amount already paid by the incoming guest. In the event that a booking can not go ahead due to a Government lockdown we will allow you to carry your non refundable deposit forward to a new future booking, deposit remains non-refundable.

7. Short Term Letting Licence

Licence No.: **HI-40044-F**

Loch Morar Self Catering is licenced for 2 people in each property. If there are more than 2 people in your party we can not accommodate you and your booking will be automatically cancelled, no refund will be given and you will not be permitted to stay. Allowing you to stay would be in contravention of our licence. Please be advised that no extra overnight visitors are allowed to stay at the property.

8. Electric vehicle charging point

The charging point is for the use of the booking party only. -We do not guarantee availability and unavailability shall not constitute a breach of our booking contract. -Use is at the owner's own risk and we do not accept any liability for loss or damage sustained by you or your EV as a result of using the charger unless the damage was caused directly by our negligence. -You shall be responsible to us for any damage to the charging point or loss suffered by us caused by your use of the charging point.

9. Shortcomings

Every effort is made to ensure that you have an enjoyable stay. However, if you have any problem or cause for complaint, it is essential that you contact us immediately to give us the chance to resolve it. We value your custom and want you to return, we will do our best to resolve any problem. We cannot accept liability in relation to any shortcomings or claim of whatever nature if you fail to notify us of any complaint or claim during your holiday and write to us within 28 days of the end of your holiday. Most problems are easily and quickly resolved. If we are not given the opportunity to resolve the issue at the time of your visit, we will not consider a request for refund / remediation following departure.

8. Other

The Wee Lodge has electric heating, the cost of Electricity is included in the rent. The Byres is heated by Oil Central Heating and the cost of Electricity & Heating Oil is included in the rent. Bedding and towels are supplied at both properties. The Wee Lodge does not have phone reception or television. The Byres has free Wi-Fi, please note that the broadband speed is low and subject to interruption. Due to our rural location and available broadband speeds we can not guarantee Wi-Fi availability.

Both properties are non-smoking. Pets are not accepted in the properties as they are located on a working croft with free range livestock. In the event that you bring pets to the property, your booking will be automatically cancelled, you will not be permitted to stay in the property and no refund will be given.

The owner reserves the right to refuse a booking without giving any reason. We or our representatives reserve the right to enter the property at any time to undertake essential maintenance, repairs or for inspection purposes. The client may in no circumstance re-let or sublet the property.

Alterations to bookings may be subject to a £20.00 admin fee.

For details of how we handle and process your personal data please see our privacy policy which can be viewed on our website <https://www.lochmorarselcatering.co.uk/privacy-statement/>

Updated 06/10/2024