

Rowanhill and Craignay
Additional Terms and Conditions

1. The property is situated in a peaceful rural location and guests are requested to respect the peace and quiet of the area as well as the privacy of local people.
2. This agreement includes all linen, gas, electricity and water. Guests should bring their own beach towels.
3. Please collect your keys and arrive at the cottage after 4.00pm on the specified arrival date. If you are unable to arrive at this time please contact the owners' agent or caretaker as soon as possible. The property should be vacated before 10.00am at the end of the rental period to allow time to prepare for the next guests.
4. The property and all the fitments, furniture, utensils and equipment etc. should be left in good condition, clean and tidy at the conclusion of the holiday. It would be appreciated if guests would kindly do the basic dusting, vacuum cleaning and cleaning of crockery, utensils, ovens, hobs, sinks, basins, toilets, baths and showers during their stay.
5. All breakages and damage should be notified immediately to the owners' agent or caretaker. Articles found to be damaged or missing from the property will be charged, as will any damage to the fabric; fair wear and tear excepted.
6. A maximum of two house-trained dogs are accepted. Cats or other pets are not accepted. Dogs must be under strict control and never left unattended in the property. Dogs should bring their own bedding. Dogs are not permitted upstairs or on the chairs or beds. Owners are responsible for any damage caused by their dog and for cleaning up after their pet before leaving the cottage. Any mess caused by dogs in the garden should be cleared away by the owner and disposed of elsewhere so that it does not spoil the enjoyment of future guests. The property owner reserves the right to charge for any additional cleaning or repairs.
7. Smoking is not permitted inside the house. Smokers are asked to smoke outside and to remove any butts. The cost of de-fumigating may be passed on to you.
8. Whilst we endeavour to ensure that the property is safe in all respects for use as a holiday home we cannot be responsible for any damage caused to guests' property or persons whilst staying at the cottage. You should insure your property against all risks.
9. Smoke, heat and CO detectors must not be tampered with or batteries removed.
10. We endeavour to ensure that all the utensils and equipment (especially electrical equipment) are in good working order. However we regret that occasionally breakdowns occur which in this remote area are not quickly repairable or renewable. We shall do our best to deal with such problems but shall not be responsible for difficulties experienced by guests arising from such problems. Please let the agent / caretaker know when any such problems occur so that immediate remedial action may be taken.
11. Any complaints should first be referred to the caretaker/agent during the period of the tenancy to allow remedial action to be taken. The owner and their agents reserve the right to enter the property for the purposes of immediate inspection and / or repair.
12. Please take all precautions to secure the property, to keep it aired and heated, and during cold weather to prevent freezing of pipes / water supplies.
13. If for any reason beyond the owners' control the property is unavailable (e.g. due to flooding, theft, fire damage, etc.) or the property becomes unsuitable for holiday letting, guests will receive a full refund of all monies paid. The owners and agent will make every effort to find a suitable alternative property but guests/clients will have no claim against the owners or agent. The owners and agent do not accept liability or pay compensation for the property being unavailable nor for any loss, damage or expense caused by force majeure.
14. The owners, agent and caretaker accept no liability for any accident, damage, loss, injury, inconvenience or expense which clients, guests, their guests or their property may suffer arising from or in any way connected to this agreement or to the property.
15. We strongly advise guests to take out holiday insurance as we are not able to offer refunds on cancellation for any reason.
16. We reserve the right to ask any guests to vacate the property at any time if their conduct is considered unsuitable to that of a holiday let.
17. In the event of any breach of any of these conditions by the client or guest the owners reserve the right to terminate this agreement and to enter the property.

18. This agreement gives Guests a right to occupy the property for a holiday only without establishing an assured tenancy by virtue of Schedule 1, Paragraph 6, of the Private Housing (Tenancies)(Scotland) Act 2016.

19. Payment of the deposit or full payment constitutes acceptance of these terms and conditions.

Revised,

December 2017