

Loch Cottage Terms and Conditions

Thank you for choosing to book with us - we are sure you will enjoy your stay. The following terms and conditions apply to your booking. They form the terms of a legally binding contract between you as the guest and the owners of Loch Cottage. Please read the following conditions carefully, and let us know if there is anything unclear to you.

Prices

The price of the accommodation includes the following: Linen, hot water, central heating, electricity, fibre broadband, Smart TV

Towels and Linen

All bed linen, towels and kitchen towels are supplied.

Facilities

All facilities at the cottage are strictly reserved for the use of our guests. Any of the on-site facilities may be withdrawn from use in the event of any circumstances which deem the facilities unsafe or present any risk to health and safety. Use of the property will be withdrawn in the event of any misuse, including, but not limited to, more than the two booked adults using the accommodation.

Dogs

One well-behaved dog is permitted by prior arrangement at Loch Cottage at an additional cost of £25 per booking. The dog must not be left unattended in Loch Cottage and is not allowed on furniture or in the bedroom. All dog waste must be collected immediately, bagged and deposited in the outside litterbin. We provide poo bags for this purpose

Smoking

Smoking is not permitted in Loch Cottage. A £150 charge will be made for extra cleaning being required due to smoking in the cottage

Deposit

A deposit (see tariff) is payable on booking. The deposit is returnable if the booking is unable to be accepted. The balance of the holiday cost is payable 8 weeks prior to the holiday commencement date. If the reservation is made less than 8 weeks in advance of the holiday commencement date, the full holiday cost is payable on booking. Please note that bookings from persons under 18 years of age cannot be accepted.

Cancellation

By making your booking, our agreement is a legal contract and your deposit is non-refundable in any circumstances. If you cancel your holiday more than 8 weeks before the booking date you will not be liable for the balance. If you cancel 8 weeks or less prior to the booking date you will be liable for the

balance. If we succeed in re-letting Loch Cottage, we will refund the balance less a 4% fee to cover booking charges already incurred by us.

Bookings

All online bookings are provisional until confirmed by email. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed by email. Bookings made by telephone will be held for five working days pending receipt of a completed and signed Booking Form and the deposit/holiday payment. The number of persons occupying the cottage must not exceed two. We reserve the right to refuse entry to the entire party if this condition is not observed. We hope that Loch Cottage will provide a peaceful and relaxing holiday. The owners reserve the right to decline accommodation to, or expel, any occupier or visitor for conduct which in our opinion, is detrimental to the property or to the comfort of guests. We reserve the right to access at all times.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. In this circumstance, we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund. The owners cannot accept responsibility for any material loss, damage, additional expense or inconvenience directly or indirectly caused by or arising out of the property, its plumbing, heating, electrical services or exceptional weather.

Arrival

Your accommodation will be available to you from 4:00pm on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing the cottage. The key for Loch Cottage will be available in the key safe. This will be accessible via a security code which will be sent to you prior to arrival.

Late arrival procedure

Please ensure that you contact us to let us know if you will be arriving late.

Adverse Weather

No liability can be accepted should adverse weather conditions delay your travel plans.

Departure

Please ensure you leave the accommodation by 10:00am on the day of departure, unless otherwise arranged. We have a limited time to prepare the property for the next guests and you are asked to respect this.

Customer Service

Please let us know straight away if anything is not working in the cottage, if you have any issues using any of the facilities, or if there is anything we can do to make your stay more comfortable,

please do not wait until you leave to tell us. This means we can fix and/or put something right straight away.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damage which you cause to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may charge your Debit/Credit card or send you an invoice for repair or making good if the damage or breakage is significant. You are expected to leave the accommodation and its contents in the same state of repair and condition and in tidy state at the end of the rental period as at the beginning. You are legally bound to reimburse the owners for replacement, repair or extra cleaning costs on demand.

Our Duty of Care

In the rare event of a breakdown in a particular service or item a repair/replacement shall be found/fitted within 48 hours where possible. We cannot be held liable for any loss arising from loss of use of the service/item within the specified time limit.

Liability

The guest or member of his/her party cannot hold the owners responsible for injury sustained or the loss or damage to any belongings during their stay at Loch Cottage. The owners accept no liability for accident, injury, injury arising directly or indirectly from any disease or virus, loss or damage sustained by any residents, their family, visitors, animals, vehicles or personal effects however caused, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment. You must take all necessary steps to protect and safeguard your personal property. There is a minimum of £5 + postage charge to post any items that you have left behind. Please ensure everything is taken home with you.

Privacy Policy

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.