

TERMS & CONDITIONS of rental of
Tern Cottage, 64 Findhorn, Forres. Moray IV36 3YF

WEEKLY LETS

The Contract. The contract of hire shall be between the Client and the property Owners and subject to these terms and conditions. The contract of hire is not effective until written confirmation of the booking is dispatched to the Client.

Prices. Rates are per week. A Good Housekeeping deposit of £100 is due with the balance. This will be returned to the Client within ten working days of the end of their stay. This is on the condition that the cottage is vacated by 10am on the day of departure and that it is left undamaged and in a clean and tidy manner.

Booking a holiday.

Provisional bookings are to be made by email and must be followed by receipt of the booking form and deposit within 7 days.

For weekly bookings a deposit of 20% of the rental price is required and until this deposit & booking form are received any reservation made is provisional and may be varied or cancelled without notice. Upon payment of the deposit, and subject to acceptance of the booking, the Client becomes liable for the balance of the rental.

The balance of the rental is due four weeks before arrival. The Owners reserve the right to re-let the property if the full payment is not received at the time requested.

When booking less than 4 weeks before arrival, the balance is due at the time of booking.

Payment can be made by cheque or bank transfer. Facilities for debit and credit card payments are not available at this time.

Number of persons. Maximum occupancy – 3 guests (two adults plus one child aged 5-12yrs). The Client shall not part with possessions of the property, or sub-let it or share it except with a member of the party shown on the booking form. The Owners reserve the right to refuse entry if the maximum number is exceeded. The cottage will be furnished and equipped for the number of people stated on the booking form. At no time may additional guest/s stay at the cottage without prior written consent from the Owners.

Children & under 18's Bookings will not be accepted from persons under the age of 18.

Tern Cottage is not suitable for babies or children under the age of 5 years. The Client must accept responsibility for the safety and actions of the children in their care at all times. Under no circumstances are children under the age of 16 to be left in the cottage unsupervised at any time.

Parking. Tern Cottage is situated on a pedestrian lane. There is free parking throughout the village and often spaces available very close by. Please be mindful of parking conscientiously.

Smoking. No smoking is allowed in the cottage.

Linen. Sheets, towels and bed linen will be provided for the number of guests stated on the booking form and are included in the rental price.

Electricity and Heating. There is no additional charge for electricity and heating. Guests are welcome to use the wood burning stove on the condition that they follow the instructions provided and that the fire is lit and maintained with due care and attention. There will be one complimentary basket of logs and kindling provided. Further supplies can be bought locally.

Complaints. Should there be any cause for complaint during the occupation of the property, the Owners should be notified promptly. Complaints cannot be accepted after the holiday. The Owners shall take every step to ensure that complaints are dealt with speedily. All complaints must be confirmed in writing.

Availability. If for any reason, outwith the Owner's control, Tern Cottage is not available to the Client on the date stated all monies will be refunded. The Client will have no further claim against the Owners.

Cancellation & Late Arrival In the event of cancellation by the Client less than 4 weeks prior to the entry date, full payment will be retained by us. We will do all we can to re-rent the property for that period and, where successful, will refund all money paid, deposit included.

Cancellation of weekly lets prior to the 4 weeks before entry will mean a forfeit of the deposit only.

The Owners cannot be held liable for Client cancellations or late arrival including (and not limited to) illness, personal injury, bereavement, transport delays, weather conditions, industrial action, administration issues, acts of terrorism, strike etc.) and no refunds will be given. **We therefore strongly advise that Clients take out appropriate holiday/travel insurance to cover such occurrences.**

Security. The Owners cannot guarantee the security of the Client's vehicles or personal possessions whilst within the vicinity of the cottage and cannot be held liable for loss or damage thereto, from any cause whatsoever. We advise that all Clients have appropriate insurance cover during their stay.

Liability. The use of Tern Cottage and its equipment is entirely at the Client's risk and no responsibility can be accepted by the Owners for injury to the Client or a member of his or her party, nor for injury loss or damage to their belongings.

Access. The Owners shall be allowed access to the property at any reasonable time during the stay should there be reason for concern.

Care of the Property. A condition of acceptance of any booking is that the Client takes good care of the rented property and its contents. The Client shall be liable for breakages caused during their occupation and will be expected to leave the cottage (particularly kitchen utensils and appliances) clean and tidy, as found. Extra cleaning will be charged for. All breakages & damage must be reported before the end of the holiday.

Restrictions on Rental. The Owners reserve the right to remove person/s from the property, at any time, due to unreasonable behavior, damage to the property or exceeding the stated occupancy. Refund will be at the discretion of the Owners.

Keys. Keys will be collected from the Owners or arrangements made prior to arrival, at any time after 3pm on the date of arrival. They must be returned no later than 10am on the day of departure.

Pets. The Owners are willing to consider one small, well behaved dog. This must be pre-approved by the Owners at Tern Cottage before arrival. Guests must provide all bedding, bowls etc. and dogs are not permitted upstairs in the cottage or on any of the furniture. £15 per week. Please note two dogs live in the owners accommodation next door.

Many thanks – we look forward to meeting you!

The Team @ Tern

(updated Spring 2018)

