

Tigh Chluaidh Terms and Conditions

When a booking is confirmed with us you are entering into a legally binding contract that binds you and us in various ways. We have set out below the obligations we have towards each other. Please read these carefully.

The cottage is let on the basis of self-catering holiday occupancy for 4 people maximum. It is non-smoking to enable the property to comply with fire hazard requirements.

Changeover Day and Times– Our changeover day is flexible. The cottage will be ready for you by 4pm on the day of arrival and we would ask you to vacate by 10am on the day of departure.

Cleaning and Care – The Cottage is let on a self-catering basis and we would appreciate it you could leave it in as similar state as when you entered it. There is a rubbish bin with our house number on it just outside the back door for refuse (please bag everything, no loose items) and cleaning equipment is provided. We also expect you to take care of all equipment and contents provided. Please let us know as soon as possible if something gets broken or damaged - these will be charged for if considered outside normal wear and tear.

Linen – We provide duvet covers, fitted sheets, pillowcases and towels. A basic cleaning kit including cloths and dishtowels is included.

Food - We provide a starter pack of basics, such as tea, coffee, milk, sugar, bread and butter. You can arrange for a full shopping to be delivered for you prior to your stay via Tesco, Waitrose or Asda or if there is anything particular we can provide, please let us know.

We are dog friendly and allow a maximum of 1 medium/large or 2 small well behaved toilet trained dogs to stay at Tigh Chluaidh cottage. Do not leave dogs unattended in the cottage, Crieff is very dog friendly and you will be able to take your dogs to most places. Dogs are not allowed on the beds. Ensure the throws are used if your dog will be on the living room seating. Do not leave your dog unattended in the garden area as not all of it belongs to our cottage and pick up after your dog immediately.

Electricity and gas is included within the rental cost, with the rising costs we ask that you use gas and electricity as you would at home, lights off when not in use, heating not left on full when not in etc.

Responsibility – The signatory to the booking accepts liability for the behaviour of all-party members and for ensuring that the conditions of hire are adhered to. The property must not be used for any dangerous, offensive, excessively noisy, illegal or immoral activities or party members carry on any act that may be a nuisance to neighbours. Any such behaviour would be deemed to be a serious breach of the conditions and we have the right to terminate the contract with immediate effect in this instance.

Occupancy and Use of Property - Under no circumstances may more than the maximum number of persons or dogs stated occupy the property. We reserve the right to refuse admittance if this condition is not observed. Any persons other than members of your party must not use the facilities of Tigh Chluaidh, unless prior written consent has been obtained

by us. To exceed the maximum number of persons in the cottage overloads the facilities available which are not designed or capable of supporting additional usage, and can lead to extensive and expensive damage. As such any overoccupancy is considered to be a serious infringement of the Terms and Conditions and can result in an immediate requirement to vacate the premises, with no refund of monies due, and possible further charges in the event of damage to the facilities caused by excess usage.

The Property - You are responsible for the property and are expected to take all reasonable care of its furniture, pictures, fittings and effects, in or on the property. You must leave them in the same state of repair. You must not use the properties for any dangerous, offensive, noxious, noisy, immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or other neighbouring properties. We respectfully request noise to be kept to a minimum between the hours of 11pm and 7am. Smoking in the property is not allowed, please refrain from smoking directly outside the back door due to close proximity to our neighbours, please use our garden for smoking. Any damages, extra cleaning, will be the responsibility of the tenant/s.

Personal Items – We will not be responsible for the loss or damage to personal property of guests occupying the cottage. Vehicles, their accessories and contents are left at your own risk, so please take all necessary steps to safeguard your personal property.

Availability – The booking is made by you on the understanding that we will make the accommodation available to you on the dates stated. Should this not be possible due to events beyond our control we will offer you alternative dates or refund your accommodation rental. You will have no other claim against us.

Payment – A non-refundable deposit of £100 is payable on booking with the balance due to be paid 30 days prior to arrival. For bookings made within 30 days full payment is required.

Cancellation – In the event of cancellation, the deposit is non-refundable. Cancellations made within 30 days prior to arrival will incur charges of 100% of the total cost. We will refund the costs paid less deposits and expenses if we manage to re-let the dates, but we recommend that you take out travel insurance to protect you from unforeseen losses.

All data is collected and stored in accordance with the General Data Protection Regulations.