

Terms & Conditions

Tigh Air Na Creagan

Letting Agreement - Terms & Conditions

Please read carefully. If you make a booking you are agreeing to these Terms & Conditions.

- * A provisional booking will be held for a maximum of 7 days, until the deposit is received.
- * Your booking will then be confirmed by email.
- * The completed booking form, with non-returnable deposit is due for each stay.
- * The names of those staying must be included on the booking form & may not exceed the stated occupancy for the property.
- * Deposit 20% of the total price.
- * The balance is due 28 days before your holiday begins. No reminders will be sent.
- * The full amount is payable for a booking made within 4 weeks of your stay.
- * Payments can be made by -
 - * Paypal - there is a charge of 3% to cover charges
 - * Bank Transfer
 - * Cheques to be made payable to Jennifer McCafferty
- * **Cancellation.** In case of cancellation, we shall attempt to re-let the cottage, if this is possible we shall return the balance. However if we are unable to re-let the cottage, the full rent will be forfeited. Holiday cancellation insurance is recommended.
- * **Insurance.** As well as Cancellation and Curtailment insurance clients are strongly recommended to take out holiday insurance to cover loss or damage to personal effects. Under no circumstances can the owners of the property be held liable for any loss or damage to clients' property.
- * **Winter.** It must be appreciated that Tigh Air Na Creagan is situated in the Scottish Highlands where sometimes the weather can be severe. You must satisfy yourself that your clothing and footwear is adequate for any outdoor activity and you are properly equipped for the journey to Boat of Garten.
- * **Adverse Travel Conditions** In the event of road closure due to adverse weather conditions or any form of 3rd party industrial action the owners cannot be held responsible for non-arrival of clients and no refunds will be given.

***Utility Services** The owners cannot be held responsible in any way for the failure of Utility services (Electricity or water supply) which is beyond their reasonable control and no refunds will be given in the event of any supply or service failure.

* **Telephone.** Mobile reception is good. A landline may be available by negotiation.

* **Arrival/Departure** Unless otherwise arranged, arrival time is 4pm with a prompt departure time of 10am.

* The property is **non-smoking**.

* All bed linen, towels, a hand towel in the kitchen & bathroom, tea-towels, bath mat, cleaning & washing-up liquid, kitchen roll and a loo roll are provided.

* The price includes fuel for the fire, central heating, electricity, and Wi-Fi.

* A cot, high chair, booster seat, child bed guard available on request. Cot linen NOT provided.

* **No pets.**

* Due to high fire risk in the forest, **no candles, fires or fireworks**. BBQ only in the designated area.

* **Damages and Breakages.** Please let us know about any damage or breakages, as soon as possible. We do understand about life's little accidents, but ultimately you are responsible for the property & its contents during the period of your stay. Please consider replacing small items yourself, or leave money in the honesty box. For everything else, we will always try to put things right with the least cost and inconvenience to you.

***Recycling.** Highland council operates kerbside recycling for Paper, Card and Plastic. Recycling of Glass and Textiles is via the recycling banks close to the village centre. Please read and be familiar with the arrangements for recycling and refuse collection which will be prominently displayed in the house.

Restrictions on rental. The owners reserve the right to refuse rentals or terminate rental for improper use or unacceptable behaviours. Rentals will not be accepted by anyone under 21 years old. No Stag/Hen parties.

* **PLEASE NOTE!** The property is thoroughly cleaned between lets, but time is very limited, so part of this agreement is your commitment to leave the house as clean and tidy as possible. This is always greatly appreciated!

The Great Outdoors is quite literally on the doorstep. It would be very much appreciated if outdoor footwear could be removed and stored in the boot-room or front porch.