

Galahill, Burntisland, Fife

Terms and Conditions

These Terms and Conditions apply to the letting of the holiday house for holiday purposes only. The contract is between the Guest Leader (the person who books the holiday) and Smith Property Services, the Owner. The Guest Leader must be over 21 and is responsible for the whole party and their compliance with these Terms and Conditions. We only accept bookings from families and couples. We do not accept bookings for stag parties, hen parties or weddings and reserve the right to refuse a booking, at our discretion.

1. ARRIVALS AND DEPARTURES

You can arrive at your accommodation after 1600 hours on the start date of your holiday and you must have vacated the property by 1000 hours on your final day. Any delayed departure may incur an additional cost for keeping the cleaners waiting. You agree to keep the house clean and tidy and leave it in a similar condition of cleanliness to when you arrived. Any additional cleaning of the property, following your departure, beyond the normal amount reasonably required, may be charged as extra and deducted from your Good Housekeeping Deposit. The numbers in your party must never exceed the stated house capacity except by prior written agreement.

2. RESERVATIONS AND PAYMENT OF RENTALS

In order to secure a reservation you need to pay a deposit payment as indicated in the current Tariff. Payment must be made by bank transfer only. On receipt of your deposit, we will confirm your reservation in writing. You are then responsible for the balance of the rental, which is due no later than 12 weeks prior to your arrival. Failure to pay the balance of the rent by the due date will be treated as cancellation and no refund will be made. If your holiday is within the 12 week period, you are required to pay the full rental. Your reservation is only accepted by us when we have received your signed acknowledgement, your deposit and your Good Housekeeping Deposit.

3. GOOD HOUSEKEEPING DEPOSIT (GHD)

The Guest Leader is responsible for the costs of any breakages, damages, losses or excessive cleaning caused by the guest party. These costs will be deducted from the GHD but are not limited to £250. The GHD of £250 must be paid by cheque made out to Smith Property Services and dated one week prior to your arrival. Subject to there being no claim for damages, losses or excessive cleaning, the deposit will be returned in full within 14 days of the end of your holiday.

4. CANCELLATION BY YOU

PLEASE ENSURE THAT YOU ARE PROTECTED BY HOLIDAY CANCELLATION INSURANCE

If you have to cancel your reservation you must contact us as soon as the reason for the cancellation occurs and confirm your cancellation in writing or by email. The day on which the company receives the cancellation is the day on which your reservation is cancelled. Deposits and balances are non-refundable in the event of a cancellation. Please note that should you cancel your reservation prior to the balance due date, this amount still remains payable by you and is refunded (less an administration fee of £50) if we have been able to re-let the holiday subsequent to your cancellation. We advise that you ensure that your holiday insurance covers you for this.

5. CHANGES TO RESERVATIONS BY YOU

Should you wish to change the date of your reservation once we have issued confirmation to you, we may have to treat this as a cancellation of a reservation which would then be subject to the cancellation charges which may be as much as the total amount paid. We will advise you if this is the case and you will have the option to continue with the first reservation. Should we be able to transfer your reservation to another date or property there will be an administration fee of £50 chargeable.

6. RESERVATION CANCELLATION OR ADJUSTMENT BY US

We hope that we do not have to either cancel or adjust your reservation in any way. However, as unforeseen problems do occur, we would contact you immediately to discuss any proposed cancellation or adjustment. If the circumstances affect your desired property, we will endeavour to find you alternative and similar accommodation at a similar rental. If the alternative is unacceptable to you, the Owner will refund all of your original rental deposit. Except where otherwise expressly stated in these conditions, the Owner shall not be liable for changes beyond the control of the Owner.

7. NO SMOKING

The Holiday House is strictly NO SMOKING. If this is breached, the Owner may wish to withhold the Good Housekeeping Deposit to cover the cost of soft furnishings and carpet cleaning.

8. PETS

Up to two dogs are allowable in the Holiday House and a charge of £15 per dog will be applied. Dogs must sleep in their own beds, provided by the guest and not in the beds of the house. Dogs are not allowed on the furniture or in the bedrooms and must not be left unattended. The dog's owner must remove any dog fouling from the garden or a cleaning charge will be deducted from the Good Housekeeping Deposit.

9. FUEL INCLUDED

Fuel is included in the rental but this does not mean 'unlimited usage'. Central heating systems will be set on timers for certain periods of the day to keep the house acceptably comfortable in all seasons. For those who have special requirements outside the above parameters, it is possible to pay a supplement for additional fuel and central heating.

10. BED LINEN

Bed linen and towels are provided.

11. HIGH CHAIR AND COT

A high chair and cot are provided free of charge. Guests must bring their own cot bed linen.

12. COMPLAINTS

We hope that you will not have any cause for complaint, but if you do, you must contact the Owner or the Caretaker as soon as possible, to give us a chance to rectify the problem.

13. LIABILITY

In signing the booking form the Guest Leader agrees to indemnify Smith Property Services against all loss and damage arising directly or indirectly to the property and its contents from any deliberate or negligent act or omission by yourself, or any other person or animal accompanying you or any member of your party.

14. CHANGES

The Owner reserves the right to change any of the specifications of the Holiday House.

15. LAW

The contract between the Guest Leader and the Owner is subject to Scots Law and is formed in Edinburgh, Scotland.