

1. Your use of the booking

The accommodation that we offer is for the sole purpose of short-term holiday lettings and must never be occupied as your principal home. Accordingly, you agree and accept that you are not offered any rights to the accommodation other than the right to occupy the accommodation as holiday accommodation for the period of your booking. No booking of any kind is an 'Assured Shorthold Tenancy' or protected under the Protection from Eviction Act 1977, or any similar legislation that applies in Scotland.

2. Making your booking

As the person in charge of the party, you must be at least 18 years old and confirm that it is your responsibility, as the party leader, to ensure that all party members are aware of and agree to comply with the booking conditions, where applicable.

You must ensure that all the information you provide us in connection with your booking is true, accurate, current and complete. If any of your details change, you must promptly update us.

3. Payment

The balance will be due no later than 21 days before the holiday is due to start.

4. Changes to your booking

Notification of Changes:

If you want to change any detail of your booking, you must notify us as soon as possible, and we will do our best to arrange the changes. please see the cancellation fees if you wish to cancel your booking.

Guest Cancellation Fees: ** Please refer to your travel insurance, to check your insurance cover.

- **21 or less days' notice – No refund due**
- **22-35 days' notice – 10% of the total accommodation cost**
- **36-49 days' notice – 20% of the total accommodation cost**
- **50-63 days' notice – 40% of the total accommodation cost**
- **More than 63 days' notice – your liability to pay the balance will be waived**

Transferring a Booking:

You may be able to transfer your booking to another suitable person, with no charge.

Price Adjustments:

If the change results in a lower quality or cost, you may be entitled to a price reduction; however, if your change results in the new date being of a higher cost, you are liable to pay the difference in the price increase.

5. Your obligations in respect of the accommodation are that you and all members of your party agree:

-To keep the accommodation clean and tidy

-To leave the accommodation in a similar condition as you found it when you arrived

-To always behave in a way which does not break the law

-Not to use the accommodation for any illegal or commercial purposes

-Not to sublet the accommodation or any part thereof

-Not to behave in an anti-social manner, breach the peace or otherwise act in a way which may disrupt or affect the enjoyment of others.

6. No Smoking

The accommodation is non-smoking inside. Smoking is permitted in the outside space, and ashtrays are provided.

7. Damage

- You are responsible for and agree to reimburse the Owner any costs incurred as a result of any breakage or damage in or to the accommodation which is caused by you or any members of your party or any other persons invited into the accommodation by you. The Owner can ask for an extra payment from you to cover any such costs.

- If you discover that anything is missing or damaged on arrival, please notify the Owner or their representative immediately.

8. Right of Entry

- The Owner is allowed to enter the accommodation (without letting you know first if this is not practical or possible) if special circumstances or emergencies happen, for example, if repairs need to be carried out. If this happens, you will be given reasonable notice first.
- You agree to allow the Owner or their representative (including workmen) access to the accommodation as required by this clause.

9. Unreasonable behaviour

- The Owner can end a stay after the keys have been handed over, if unreasonable behaviour of anyone in your party (including anyone invited into the accommodation by you) is likely to spoil the enjoyment, comfort, or health of other guests, residents, neighbours or members of staff. If this happens, you will have to leave the accommodation immediately, and no refund will be given. You may also be responsible for any costs the Owner incurs as a result of your behaviour.

10. Complaints

If you have any complaint concerning a Property, the matter should be taken up with the Owner. The Owner should do their best to resolve your complaint, where possible. It is important to raise any complaint while you are still at the Property to enable the Owner to respond promptly to resolve the complaint.

11. Privacy Policy:

- **Purpose:**

To inform users about how their personal data is collected, used, shared, and protected, and to comply with data protection laws, please see our Privacy Policy for full details.