



## Terms & Conditions for Riverside Cottage

We look forward to welcoming you to our cottage and do hope you enjoy your stay.

Please read the following and if there is something you would like to discuss please do so as soon as possible and we will do our best to assist.

1. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us and the booking is provisional at this stage. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.
2. A non-refundable deposit of £100 becomes payable at the time of the reservation for the full period booked, with the remaining balance due 8 weeks before the date of arrival. If the full balance is not received by this date we have the right to deem the booking cancelled and seek to re-let the cottage.
3. All bookings made within 8 weeks of the check in date require full payment at the time of booking.
4. A good housekeeping deposit of £100 should also be paid along with the full balance. This will be returned in full at the end of your stay so long as our terms and conditions are observed.
5. Our normal refund policy is:- Bookings cancelled up to 4 weeks of the arrival date will be refunded but the £100 non-refundable deposit will be retained along with an admin fee of £25.00. In the event of a cancellation within 4 weeks of arrival, no refund will be made unless A. N. Other books the cottage; in this case an admin fee of £50.00 will be retained.
6. However, if there is a national lockdown, travel restrictions or restrictions in Dumfries and Galloway due to COVID that prevent your booking from happening, we will provide a full refund.
7. Reservations commence **4pm** on the day of arrival, terminating **9.30am** on the final day.
8. No person in excess of the number agreed at the time of reservation may occupy the property. Breach of this rule will terminate the contract without recompense to the client. The maximum occupancy is 4 guests.
9. Reasonable care and attention should be afforded to the property and its furniture, fixtures, fittings and effects during your stay and all should be left in the condition you found them in when you arrived.

10. The cottage should be left in a clean and tidy condition. All crockery and cutlery should be washed, dried and put away and the hob and oven cleaned if used. If there is any additional cleaning of the property required following your departure beyond what is deemed normal, a surcharge of £20 per hour will be made and deducted from the good housekeeping deposit, or payment taken from the card details provided.
11. If there are any breakages or damage beyond reasonable wear and tear we should be told at the time of the incident and, where appropriate, the client will be liable to pay the replacement cost of the item broken, lost or damaged. If breakages or damage are not reported at the time, the payment will be taken from the card details provided.
12. We reserve the right to terminate the stay of any person whose conduct is detrimental to the comfort of others, without recompense. Please respect your neighbours and keep noise to a minimum after 10.00pm and before 8am.
13. Smoking is not permitted at any time in the cottage. An ashtray is provided on the patio. If used, please empty and clean before you depart.
14. Pets are not allowed in the property at any time.
15. Muddy/wet boots and clothes should not be worn in the house. These can be washed using the outside tap and/or dried in the outside shed (heated airier provided).
16. We do provide free Wi-Fi, however we cannot guarantee a consistent service.
17. For stays in excess of a week we will provide clean linen and towels. We will agree the timing with you.
18. Please ensure that you have arranged your own travel insurance.
19. The cottage must be left secure at all times when left unoccupied during the period of let.
20. The cottage is situated on the banks of a river. Although there is a rail fence between the property and the river bank, should children be staying at the cottage we strongly recommend that they are not left unsupervised.
21. We reserve the right of entry to the property at all reasonable times for the purposes of inspection or to carry out repairs or maintenance. Prior notice will be given to the guest wherever possible and privacy will be respected at all times.
22. In the unlikely event that we have to cancel the reservation due to circumstances beyond our control, we will provide a full refund of monies paid. No further financial claims will be considered.
23. No liability shall be accepted by us for loss, damage or theft of personal property belonging to guests, either in the property or in/to cars, bicycles or other vehicles left on the property. Nor shall liability be accepted by us for accident or injury to guests, either within the property or outside.
24. Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements. Due to the limited period of hire, it may not be possible to repair such items during the period of hire but we will do our best.
25. By making a booking you are undertaking to accept these conditions, not only for yourself but also for members of your party.
26. We have done our best to ensure that the details are accurate, however we do reserve the right to make modifications if necessary.