



Terms and Condition for Heisgeir View Holiday Cottage

Heisgeir View, Paiblesgarry, Isle of North Uist, HS6 5ED

Thank you for choosing to come and stay in Heisgeir View Holiday Cottage. We hope you have a wonderful visit. By making a booking you are entering into an agreement with us. Please read our terms and conditions below.

Prices:

The price of the accommodation includes bed linen, towels, cleaning, hot water, central heating, electricity and wifi.

Payment:

A non-refundable deposit of 20% is required to secure the booking and the balance should be paid by the deadline given at the time of booking – usually six weeks prior to arrival. If the balance is not paid it will be assumed that you have cancelled the booking and the cottage will become available again for rental. If the cottage is not re-booked, you will still be liable for the balance.

Cancellations:

Cancellations for bookings should be sent by email. To confirm the cancellation, you must receive a written acknowledgement from us. If you do not, you should assume that we have not received your communication.

In the event of a cancellation, the cottage will become available again for rental. If the cottage is not re-booked, you will still be liable for the balance. However, if we are able to rent the cottage again, any monies paid, less the non-refundable deposit, will be returned.

Arrival:

The cottage will be available from **4pm** on the Saturday of your arrival, unless otherwise arranged. The key will be in the key safe at the front door and the code will be texted to you in advance.

Departure:

Visitors are asked to vacate the cottage by **10am** on their last day, unless otherwise arranged. The key should be left in the key safe at the front door and secured with the code.

During your stay:

We hope you will notice on arrival that great care is taken to prepare the cottage for you in terms of cleanliness, tidiness and equipment. Smoking is absolutely not permitted. Visitors will be charged for the cost of cleaning and refreshing the cottage if smoking has occurred.

Please advise of any breakages or problems that occur during your stay. We do not normally charge for minor breakages or damage but reserve the right to charge for significant damage or breakages.

Pets:

Well behaved dogs are welcome at the cottage but please advise us at the time of booking that you intend to bring a dog/s. There is a cost of £30 per dog, per week.

In the event of any soiling incident or other damage, we reserve the right to charge an appropriate for cleaning or repairs. Additionally, in the unlikely event that the damage prevents the cottage being taken out of service you may be liable for the resulting loss in revenue.

Liability:

Heisgeir View Holiday Cottage, its representatives, nor anyone carrying out work there shall not be liable for any injury, sickness, loss or damage to the property or your personal property directly or indirectly caused or arising from the use of the property or access.

Covid-19:

- I. We take the health and well-being of our visitors very seriously and have examined all our cleaning and disinfection procedures to ensure that we are following Government guidelines. The cottage has now been accredited to the Visit Scotland "Good to Go" scheme for its hygiene standards.
- II. If you have any symptoms or feel unwell please do not travel to the cottage, in accordance with Government guidance, to avoid risk to others.

If you are unable to travel to the cottage, please advise us as soon as possible in order to make appropriate arrangements. We may offer a refund or a credit voucher towards a future stay.

- III. In the unlikely event that you or one of your party develops symptoms of Covid-19 and Government regulations or guidance prevents you from travelling home as planned, we will permit you to extend your stay for the period of isolation required by the Government at the same nightly rate as you paid in your original booking.

We will also charge an additional 3 nights charge to allow for the post-isolation period cleaning and disinfection procedures required before the cottage can be rented out again.

- IV. In the unlikely event that we have to cancel your booking at short notice or at any point prior to your arrival due to Covid-19 (eg an outbreak on the island, a return to lockdown, the need for self-isolation in the cottage, change of Government regulations or guidance etc) our sole obligation is to confirm the cancellation of the booking to you as soon as possible and to reimburse you all monies paid for the cottage or to offer a credit voucher towards a future stay.

We are not liable for any consequential losses or damage incurred. If we can assist you to find alternative accommodation, we will do our best to help.

Privacy Policy:

Any data collected during the course of this booking will be stored on our computer/s. With your permission, we may in the future contact you with information about updates or offers. We will not share your information with any third party.

We reserve the right to cancel your booking if it subsequently transpires that any of the above mentioned conditions have not been met.

Updated 7th July 2020