Pitlessie House Holidays
Terms & Conditions
www.pitlessiehouseholidays.co.uk
pitlessiehouseholidays@proton.me



Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid any misunderstandings.
Bookings are subject to the following terms and conditions.

- A contract between you and the owner will come into existence when payment is received and a booking confirmation is issued showing the confirmed holiday dates. The contract binds you and all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- For direct to owner bookings:
  - A non-refundable 50% deposit of the holiday cost is payable at the time of booking. Bookings made less than six weeks before your arrival date must be paid in full.
  - The balance must be paid no later than six weeks before the commencement of your holiday. If the balance is not received by the due date, then your holiday will be treated as a cancellation and the client forfeit the deposit.
  - All cancellations must be notified in writing. If you cancel your holiday more than 6 weeks before it is due to start, then your deposit will be forfeit. If you cancel less than 6 weeks before the holiday, then the full balance remains due and is not refundable, unless the cancellation is caused by a change to government COVID travel regulations. In that case 50% of the total cost will be refunded.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to, then you accept responsibility for any loss that you may incur due to your cancellation.
- Your booking will not be cancelled by the owner except in exceptional circumstances beyond our control. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your holiday. Our liability for cancellation will be limited to the refund of payments made to us.
- No parties or events – the maximum number of persons using the accommodation at any time must not exceed 14 persons and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
  - This condition does not prevent you from having visitors during your stay, but visitors cannot stay overnight.
  - It is your responsibility to ensure any visitors accept the terms of the contract set out in these terms & conditions of booking.
  - We do request that you give us advance notice of any visitors you are expecting at the property.

- Bookings cannot be accepted from persons under eighteen years of age.
- The owner reserves the right to refuse a booking without giving any reason.
- We or our representatives reserve the right to enter the property at any time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at **16:00** unless otherwise agreed and guests are required to vacate the rental by **10:00** on the day of departure. This allows the accommodation to be thoroughly cleaned and prepared for incoming guests.
- Vaping or smoking anywhere inside the premises will result in immediate termination of occupancy and forfeiture of all payments. This must be strictly adhered to, and any damage or extra cleaning caused by vaping or smoking will be at your expense.

- Only 2 dogs are allowed at the property as part of your tenancy, subject to agreement at the time of booking.
  - Please ensure that your dogs:
    - Are not allowed to go upstairs
    - Are not allowed go into the ground floor bedrooms
    - Are not allowed onto the furniture
    - Are not left unattended in the property
  - Please don't exercise your dogs on the premises. Guests must clear up after their pets.
  - Any damage or extra cleaning caused by pets will be at your expense.
  - Visitors must not bring additional dogs on to the premises without authorisation from the owner.
  - No other pets are permitted.
  - Damages and breakages – please treat the facilities & accommodation with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take the appropriate action. If there has been any damage or breakages during your stay, we would be grateful if you could report them promptly, especially before check-out, so that we can ensure the property is ready for the next guests. The accommodation will be inspected at the end of the holiday & you may be charged for any loss or damage.
  - Please do not move any furniture from one room to another.
  - Please remove shoes before going upstairs.
  - Please lock the doors and close the windows when you leave the property unoccupied.
  - Please make sure you switch off lights and electrical appliances when you go out – we’re an eco-friendly holiday home.
  - Please don’t take any bath towels with you to the beach or to the pool.
  - The owner reserves the right to make a charge to cover additional cleaning costs if the client leaves the property in an unacceptable condition.
  - Please note that if any keys issued are not returned at the end of your stay, then the cost of replacement will be charged to you.
  - The client may in no circumstance re-let or sublet the property, even free of charge.

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- The owner shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the building or grounds.
- No compensation will be given for any temporary outage of electricity, gas, water, internet connection or television service.
- The owners are not responsible for the loss of any personal belongings or valuables of the guest.
- All inventory must remain in the property and not be taken to another property.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Please park your vehicles in the designated parking space, ensuring cars do not block access to other properties. Parking is limited to 5 vehicles, except by prior agreement.
- Charging of Electric Vehicles is available via the dedicated charging point as a paid service via the CoCharge network. (www.co-charger.com)
- Charging of vehicles from any other electrical point in the property is expressly forbidden as it represents a fire risk and contravenes the insurance conditions.
- Please respect the community and try to keep noise levels to a minimum, especially between 11 pm and 7 am.
- We reserve the right to terminate a holiday without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue – please use the designated barbecue utensils and clean the barbecue after use.
- Candles and naked flames are not allowed inside the house.
- Check-out time is 10:00. Guests must vacate the property by this time in order for us to prepare the property for the next guests. Before you leave, please ensure that:
  - All crockery, cutlery and pots are cleaned and returned to the cupboards (or are in the dishwasher with the cleaning cycle started);
  - All bed linen and bedding is placed in the laundry bags provided;
  - All rubbish and recycling are placed in the correct outside bin;
  - All glass recycling is either disposed of at a local recycling centre or taken home with you for recycling;
  - Any furniture or contents that have been moved are returned to their original positions;
  - The key is returned to the key box.
- Any problem or complaint which the client may have concerning their holiday must be immediately reported directly to us and we will endeavour to put matters right. Any complaints not reported to us at the time and only reported after the client has returned from holiday will not be considered by the proprietor.

- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned. We expect all guests to enjoy the facilities and treat the property with the same respect that they would treat their own house.