

# Balranald Bay View self catering holiday accomodation Hougharry, Isle of North Uist, Outer Hebrides

## Terms and Conditions

### Reservations

We will confirm all bookings in writing by email or letter. Please check all details for accuracy and contact us immediately if you find any discrepancy. A 25% deposit (unless agreed otherwise in writing by the owner) is taken at the time of booking unless the booking is made within 8 weeks of arrival, in which case full payment is required at the time of booking. The balance of payment is due 8 weeks before arrival by cheque or preferably by bank transfer and the owners will send a reminder at the time in writing. Non payment of the balance when due shall be deemed as a cancellation of the contract by the client. The person signing the booking form must be 21 years or older and a member of the party intending to use the property. **The house is only available for couples and families.** Your reservation must be for holiday purposes only and the house should not be used for stag parties, hen parties, weddings or any special event unless agreed in advance with the owner in writing. The owner has the right to refuse any reservation prior to issuing the booking confirmation in writing. Your details will not be shared with any third party.

### Arrival and Departure

You can arrive at the house after 16.00 hours on the day of arrival and must vacate the house by 10.00 hours on the day of departure. Rental periods are from Saturday to Saturday unless otherwise agreed with the owner in writing. The maximum number of people in your party including children must never exceed 6.

### Cancellation of reservation by you

We strongly recommend that you take out holiday insurance covering all eventualities, including cancellation of your booking and loss of and/or damage to personal effects. If you wish to cancel your booking please email [stay@beachcottagehebrides.com](mailto:stay@beachcottagehebrides.com) immediately. Upon receipt of your email and following confirmation we shall do our best to re-let the house for the period booked. If we are successful in re-letting the house, we will return all monies paid by you less any difference in the re-letting price. If your cancellation is within 8 weeks of your arrival and we are unable to re-let the house, the client shall be liable for the full cost of the rental period.

### Cancellations of reservation by owner

If, for any unforeseen circumstances beyond our control including but not necessarily limited to fire/flood or storm/structural damage to the house resulting in the house being unavailable for your holiday we will return all payments to you. The owners will have no liability whatsoever in such circumstances.

### Good Housekeeping Deposit

We spend a good deal of our time in the house which has many of our personal possessions inside and we ask that you respect our home and it's contents. **A good housekeeping deposit (£200 for single occupancy and couples or £300 for three or more guests) is payable with the balance and is a bond representing your agreement to leave the house and contents as you found them.** The deposit will be returned by bank transfer or first class post if the property has been left clean and tidy and provided no damage, over-occupancy or smoking has occurred. If you are bringing dogs (maximum of two and well behaved), **we will require an additional £75 for each**

**dog as a pet(s) deposit**, which will be refunded provided the house, its contents **and the garden** are clean and without damage. The cost of any additional cleaning of the property following your departure beyond the normal amount reasonably required and also any costs arising from your rental which were not anticipated may also be deducted from your good housekeeping deposit. When the property is occupied exclusively by a couple sharing one bedroom a couples discount will be applied. **Please note that by accepting the couples discount, couples occupying the property exclusively agree to use one bedroom only** and that the use of other bedrooms (including their en-suite bath/shower rooms) unless agreed in advance with the owner in writing will incur additional cleaning and laundry charges which will be deducted from your good housekeeping deposit. In cases where a holiday is cancelled before the arrival date, the deposit will be returned immediately.

### **Smoking --- absolutely no smoking in the house**

We insist that smoking is limited to outdoor areas only. Smoking anywhere inside the house will incur a penalty fee equal to the Good Housekeeping Deposit.

### **Pets**

Well behaved dogs are acceptable but please discuss with the owners first. Dogs must not be allowed in bedrooms or on soft furnishings and must not be left unattended in the property.

### **Damage to the property or contents**

The client accepts liability for any and all damage to the property and its contents caused during the rental period by the client or members of the clients party. Where the full cost of repair or replacement exceeds the good housekeeping deposit, the client agrees to recompense the owner without limitation for the full cost of repair or replacement as appropriate.

### **Satellite Internet**

Balranald Bay View has a satellite broadband connection, which is ultra-reliable by local standards in view of our exposed and remote location. We include more than enough free data allowance for unlimited emails and web browsing during your stay. In the unlikely event of breakdown, please email us immediately and we will alert the engineer, who aims to restore service within 24 hours where possible.

**Important:** Please note that all internet enabled devices including cameras and smart phones can sense a satellite connection and are usually set by default to automatically download updates and upload your photographs at high speed to the "cloud" as soon as you enter the house, using up your data allowance. Furthermore (and again usually without guests being aware), the cloud will then automatically download and share your photos with all of your other devices!

To prevent using up your entire weekly data allowance during your first few days (causing the internet service provider to throttle your internet connection speed for the rest of the week), **please turn off the upload function on your devices before you enter the house.**

The satellite internet data allowance is reset weekly. We can purchase extra data allowance for you, but it is expensive. Better to simply switch off the upload function on your device when you leave home and re-enable it when you return home. Happy surfing!

### **Liability**

Use of the house and its contents provided to the client by the owner are provided at the clients own risk. The owners are not responsible for any injuries or loss of or damage to any of the clients personal property suffered whilst using the property and its contents.