

Terms and Conditions:

Please read these Terms and Conditions carefully as by booking and paying for accommodation you are deemed to have accepted them.

Contract:

The contract for a short-term holiday rental shall be made between the client and the owner. The contract is only effective once the transaction has been approved via email or telephone, the required payment has been received and confirmation has been sent to the client by email or post. On arrival the client must be able to provide confirmation of booking sent to them by the owner as evidence of said booking if requested. If there is no written confirmation of booking for the appropriate dates there is no legal contract.

Payment and Prices:

A non-refundable deposit of 25% of the total rental is payable on booking. Provisional bookings are held for 7 days only. The balance is payable 6 weeks to arrival. For bookings made less than 8 weeks in advance, the total amount is payable on booking. Payment can be made by cheque or bank transfer. Cheques should be made payable to Joan Inglis and sent to 8 Dunure Place, Newton Mearns, Glasgow, G77 5TZ. If you wish to pay by Bank Transfer please let us know and we will email our Bank Account details, the client is responsible for the cost of any bank charges incurred. If there is any shortfall in monies this must be paid by the client on arrival. In the event of the failure to submit the balance 6 weeks prior to the date of entry we will cancel your booking and retain the non-refundable deposit. The owner reserves the right to amend the price and conditions detailed on the website anytime prior to the booking and variations may apply from the published price if there are any major golf or other events locally.

Cancellation:

In the event that you have to cancel, every effort will be made by us to re-let the property, but if this is unsuccessful the full balance will be payable. In the event of cancellation, notice of cancellation must be sent by registered post or recorded delivery. We strongly recommend that you take out holiday cancellation insurance to protect against unforeseen circumstances.

Period of Hire:

Your cottage will be ready for you at 4pm on the day of arrival and must be vacated no later than 10am on the day of departure. Early arrival and later departure are by prior arrangement only. We cannot be held responsible for properties not being ready for occupation, should clients arrive earlier than 4pm. Likewise, departure must be by 10am. Short break bookings can be more flexible and can be discussed at the time of booking. We reserve the right to decline accommodation and to require the immediate removal of any persons not complying with the conditions or for any behaviour detrimental to the property, the comfort of our other guests and the residents in the neighbouring houses.

Number of Guests per Property:

The number of persons occupying a property must not exceed the maximum number stipulated and agreed on at the time of the booking. We reserve the right to terminate the hire without notice if this condition is breached. Children over the age of 2,

not sleeping in a travel cot, count towards the total number of guests. Friends of Clients are welcome to visit, but not to stay overnight. No babies / children are permitted in Locke Cottage.

Smoking Policy:

Clients are reminded that both cottages are strictly non-smoking to ensure the comfort of all our guests. Smoking is permitted in garden areas but all traces of smoking must be removed from patio/gardens etc. by the cottage hirer at the end of their occupancy. Anyone found to have been smoking in the cottages will be charged a fee of up to £200 for a deep clean to remove the smell of smoke for future guests.

Care of Property:

Your cottage must be left clean and tidy on departure. All left over food and rubbish should be put in the large bins by the car park. We reserve the right to make an additional charge for cleaning costs incurred by us if the property is not left in a satisfactory condition. We do ask clients to report accidental breakages immediately to us and where deemed necessary, leave payment for replacements/repairs prior to departure. We aim to ensure that the two cottages are maintained to a high standard and as such we would ask that all faults and failures with any equipment within the cottages are reported immediately in order that steps can be taken to remedy the problem. We cannot be held responsible for a breakdown or any failure which is beyond our reasonable control eg. Breakdown or Failure of any electrical equipment or plumbing, or from misuse or negligence of the client using the equipment.

Pets:

A well-behaved dog is welcome by arrangement to stay at Cotton Cottage only. Please restrict the dog to the public room only, there is an additional charge of £30. The dog must never be left unattended in the property and must not be allowed on any of the furniture or furnishings.

Items included:

Our prices for the cottages include bed linen and towels. We also provide dishwasher tablets, washing up liquid and basic cleaning items that you would require during your stay.

Personal injury and loss of client personal belongings:

The client or member of his/her party cannot hold the owners responsible for any injury sustained or the for the loss or damage to any belongings during their stay. The proprietor accepts no liability for accidents, injury sustained by any residents, their family, visitors, animals, vehicles or personal effects however caused. Circumstances beyond our control
If for any reason the cottage has been rendered unsuitable for holiday letting (eg. Water/ fire damage, breakdown of heating on the date booked, we will endeavour to offer alternative dates, or offer a refund of all monies by the client. There should be no further claim against the owner.

We are sure that you will have an enjoyable stay at Locke and Cotton Cottages, never the less, should you have cause for complaint, please advise us immediately so we can try to resolve the problem. Complaints cannot be accepted after the client has departed, in the event of a problem we can be contacted by text or on our mobile 07720 156149.