



East Lodge, Forres – Self-catering Holiday Accommodation

Terms and Conditions of Hire

Please note that all bookings for East Lodge will be subject to the following terms and conditions:

1) General

- 1.1 The minimum booking period is three nights. Bookings for one or two nights may be accepted if the hirer agrees to pay for three nights.
- 1.2 The property will be available from 3.00pm on the date of arrival. The property must be vacated before 10.00am on the departure date, unless alternative arrangements have been made with us prior to arrival.
- 1.3 The rental price includes the following (subject to normal levels of usage commensurate with the length of stay at the property):
 - a) Electricity, gas and water;
 - b) Wi-Fi (subject to the fair use policy of the internet service provider for East Lodge) – note that landline calls are not included;
 - c) Linen and towels;
 - d) Cleaning products, washing powder, toilet rolls and a selection of basic toiletries; and
 - e) Pet bedding and bowls etc. (if required).
- 1.4 The property will be used for holiday purposes only. The maximum number of guests and pets will be as specified by the hirer on the booking form.
- 1.5 The hirer shall leave the property in the same clean and tidy condition as they found it, otherwise a cleaning charge will be incurred.
- 1.6 No smoking is permitted inside the property. If guests smoke in the yard area, cigarette ends must be gathered up and disposed of in the dustbin.
- 1.7 The hirer will be responsible for the costs of breakages and damage. Breakages and damage must be reported to the proprietor as soon as possible.
- 1.8 The proprietors shall be allowed to enter the premises for all reasonable purposes.
- 1.9 The proprietors accept no responsibility for personal injury to the hirer and/or his/her guests, or loss of or consequential loss or damage to their property, or for other matters over which the proprietors have no control.

- 1.10 The proprietors reserve the right to refuse bookings from those partaking in blood sports or any form of hunting. Firearms (including air rifles) are not permitted on any part of the East Lodge premises.
- 1.11 The proprietors reserve the right to request a prepaid returnable deposit to cover potential breakages or damage to the property or its contents. This deposit, where requested, will be repaid to the hirer at the end of the stay on condition that no breakages or damages have occurred which require repair or replacement, or the undertaking of significant extra work by the proprietors.
- 1.12 The proprietors reserve the right to refuse entry, and to demand the immediate removal of any persons, including friends or associates of the hirer, not complying with the conditions of hire, or for conducting themselves in an unreasonable or illegal manner.

2) Deposits and payments

- 2.1 Stays commencing more than eight weeks from the time of booking will be secured by the payment of a non-refundable deposit equating to 50% of the rental costs. Stays commencing within eight weeks of the time of booking must be paid for in full at the time the reservation is made.
- 2.2 Where a deposit has been paid, the balance will be payable 14 days prior to the arrival date at the latest. If the balance is not received 14 days prior to the arrival date, the booking will be deemed to be cancelled and the deposit forfeit.
- 2.3 In the event of cancellation the proprietors may re-let the property.
- 2.4 The hirer is responsible for arranging appropriate cancellation insurance.
- 2.5 In the event that the property is unavailable due to unforeseen circumstances (e.g. fire or flood), the proprietors will refund all monies paid by the hirer, but no further compensation or consequential expenses.

3) Dogs

- 3.1 We welcome dogs at the property, subject to the following conditions:
 - a) Dogs must be under control at all times in both the property and its environs;
 - b) Fouling must be cleared up without delay;
 - c) Dogs must not lie on beds or furniture unless protective covers are used; and
 - d) Dogs must be kept free of parasites and fleas.