

# Creagan Cottage – Terms & Conditions

**Before requesting a booking, please check your preferred dates are available. On receipt of your enquiry, we will contact you by email to confirm the cottage's availability and to arrange for the deposit payment to be made. Once we have received same, the booking will be secured and a confirmation issued to you. Please ensure you read the Coronavirus Statement on Page Two.**

**Rental Period:** The cottage is generally rented from Saturday to Saturday. However during quieter periods, or where a booking has been cancelled at late notice, shorter rentals or rentals with a different arrival day will be considered at our discretion. Short rentals of 1-3 nights (not normally available March – October) are charged at the applicable weekly rental, discounted by 20%. Booking deposits for short rentals remain at 15% of the weekly rental applicable at the time of your stay.

**Arrival:** Due to the nature of the transportation links to the island, and to allow preparation time for arriving guests, the cottage will be available for occupation **after** 2.00pm on the day of arrival. However vehicles, luggage and frozen food may be left at the cottage at any time after 10.30am.

**Departure:** To allow the cottage to be prepared for arriving guests, the cottage should be vacated by 10.00am (at the latest) on the day of departure. In addition to the infection control measures which are required of guests (see Page Two), it would be appreciated if the cottage could be left in a clean and tidy condition. Please let us know of any damage, breakages or equipment failures.

Occasionally, transport links to the island are disrupted. Where possible we will try to provide accommodation at the cottage for departing guests. A nightly charge of 15% of the weekly rate will apply. Please note, this is not always possible and therefore we will assist you where we can, to find alternative accommodation.

**Booking Deposit:** Following our receipt of a booking enquiry and assuming the cottage is available, a 15% refundable booking deposit will be immediately payable by bank transfer. This will be fully refunded by bank transfer upon your departure, subject to any deductions for damage, loss, breakages or where the cottage is left in a condition such that unusual levels of cleaning are required after you leave. Deposits will not be refunded where (a) guests fail to tender the full rental charge by the due date or (b) guests cancel their booking or (c) guests fail to implement the infection control measures we have detailed on Page Two.

**Rental Charge:** The rental charge must be paid by bank transfer, no less than eight weeks before the booking arrival date. Guests failing to do so will not receive a booking deposit refund and the booking will be cancelled. If the booking is made within eight weeks of arrival, the full balance of the rental charge and the booking deposit will be immediately payable by bank transfer. Guests are strongly urged to purchase holiday insurance to cover such matters as sickness, ferry/plane cancellation etc.

Occasionally guests overlook the booking payment date. In such circumstances and if the cottage has not subsequently been re-booked, the original booking may be reinstated at our discretion. In such circumstances, the rental charge must be paid in full, immediately and by bank transfer.

**Cancellation:** Guests cancelling their booking prior to the date when the rental fee is due will receive a full refund of any rental which has been paid but the deposit will not be refunded. If guests cancel after this date, neither the deposit nor the rental will be refunded. We reserve the right to cancel bookings at any time in which event both the deposit and any rental paid, will be fully refunded. Cancellations arising from government travel restrictions will also result in a full refund of both deposit and rental. We cannot accept any liability for any consequential losses which clients or third parties incur as a result of any cancellation.

**Linen:** Bed linen, pillows, duvets, towels and dish towels for guests use during their stay are included in the rental charge. Where guests have a multi-week booking, fresh duvet and pillow covers, along with bed sheets and towels will be made available at the end of each week.

**Pets:** Well behaved pets are welcome (two animals max) at no charge. However it is requested that they are confined to the ground floor only as not all guests appreciate any evidence of animals in bedrooms from a previous rental. Where animals have been allowed to access the upper floor, additional cleaning effort will be required which will almost certainly affect the deposit refunded.

Please respect the rural nature of the island. Livestock are often to be found in both fenced **and** unfenced areas and pets should be controlled accordingly. We also ask that you clean up after your pets.

**Smoking:** We regret we must insist on a **No Smoking** policy both inside the cottage and within the confines of the garden boundaries.

**Heating costs:** All heating and electricity costs are included within the rental charges.

**Terms & Conditions:** We reserve the right to vary the Terms and Conditions. However, if you feel any changes to the Terms and Conditions are not acceptable to you, you may cancel your booking and you will receive a full refund of your deposit and rental, where such have been tendered. No responsibility will be extended to any third party for matters arising from the whole, or any part, of these Terms & Conditions.

Guests are reminded that they will be fully liable for any damage, loss or breakages which occur during their stay and consequently they may be pursued for compensation where loss is incurred by the cottage owners as a result of guest's actions or behaviour.

.....

# Creagan Cottage – Coronavirus Management

The outbreak of Coronavirus presents us with a new set of management issues. We take our responsibilities to our guests, our community and ourselves very seriously. In this regard we have sought to adopt a series of protocols promoted by the Association of Scotland's Self Caterers which we believe accords with current best practice to manage Coronavirus related risks. The ASSC advises that the protocols are based on guidance from the Health and Safety Executive, World Health Organisation, and the National Health Service, amongst others. However, they emphasise that the protocols can be considered as guidance only because these agencies have not endorsed them.

The ASSC clearly state in their documentation "This is guidance only, and we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the content provided for any purpose". Consequently, we ourselves are bound by these limitations and are unable to guarantee the absence of the virus from the cottage, its grounds or the surrounding area. Therefore, any reliance you place on this guidance is strictly at your own risk.

Guests are made aware that Tiree has an older demographic than the rest of the UK and therefore attracts higher virus related risks than that faced by the general UK population. In addition, the island has limited medical facilities which could quickly become overwhelmed in the event of a serious outbreak. If you are in any doubt, at all, about potential symptoms you or any of your party may have, do not travel. By travelling to the island we will consider that you have declared that to the best of your knowledge and belief, you and all in your party, are neither suffering from, nor a carrier of, Coronavirus. The cottage is let to you on this strict understanding.

Guests are asked to note that shortly after their departure, the cottage will be attended by cleaning staff and thereafter occupied by guests with a subsequent booking. Whereas, we would not previously have looked to guests to undertake specific tasks before departure, it will now be necessary to do so in the interests of the health and safety of others. Departing guests are therefore **required** to:-

- Leave one window in each room (not stairwell) open prior to departure. This will help to ensure that any airborne virus, if present, is purged or at least reduced within the property. Please use the weighted bags provided to ensure the bedroom windows are not damaged by the wind. Internal doors are to be left wide open and held there using the plastic wedges provided.
- Strip **all** beds of bed linen including the mattress protectors, duvets and pillows (leave the toppers, mattress and cushions) and place in the large zipped bags which are stored in wardrobes. All towels and dish towels whether used or not are to be placed in zipped bags separate from the bed linen. Bed linen and towels should not be shaken in order to minimise potential virus dispersion through the air. All bags, once filled, should be zipped closed and placed in the downstairs hall before departure.
- The kitchen and toilet bins should be emptied. Please empty the toilet bin into the kitchen bin liner and use the ties to ensure the liner is fully closed and place it and its contents into the grey bin beside the garden hut. Do not replace the kitchen bin liner.
- **All** crockery, cutlery, glassware and kitchen utensils, used during the 72 hour period prior to departure, are to be put through the dishwasher on a hot wash cycle to ensure they are virus free. This should be done at least one hour before vacating the cottage. Do not open the dishwasher for any reason once the cleaning cycle starts. Any items which you have omitted to place in the dishwasher should be placed in the kitchen sink which should then be filled with hot soapy water and left for cleaning staff.

Should you develop symptoms during your stay, please confine your whole party to the cottage and **TELEPHONE** the local medical practice and ourselves immediately you have any concerns. If you are required to isolate at the cottage we will need to know as soon as possible to cancel and refund the bookings which follow your own. We regret that we will have to levy the rental(s) applicable during your quarantine at the cottage and any other costs which we ourselves incur as a result of your quarantine. We strongly recommend you consider purchasing travel insurance in this regard.

Where the situation described in the previous paragraph arises, we reserve the right to cancel any following bookings at very short notice. In such circumstances guests with a cancelled booking will receive a full refund of their deposit and rental charge. We cannot however accept any liability for any consequential losses which clients incur as a result of such events which are out with our control.

It is hoped to relax these requirements as time progresses. However we believe this to be a responsible approach which will help to allay concerns and allow you to enjoy a relaxing holiday.