

## **Terms and Conditions for Oljaren Self-Catering 2022/23**

Please ensure you have read and understand the terms and conditions of agreement for the rental of Oljaren prior to paying your deposit.

Thank-you for taking the time to read through the Terms & Conditions, it is for your protection as much as it is for ours and we appreciate your time.

Your contract is between you and the owner of the property and is subject to the following conditions. The property is as described on our web site [www.stromnessselfcatering.co.uk](http://www.stromnessselfcatering.co.uk)  
The accommodation is of a high standard and will be returned in the same condition.

### **Check-in**

Check in on the day of arrival is from 16:00 hrs on the day of your booking. If you anticipate being any later than 18.00 hrs, please let Kerry or George know on 01856 85005 or 07702286268. It is always helpful to know when to expect you

### **Check-out**

You must vacate the property by 10:00 hrs on your final day unless agreed otherwise by both parties.

### **Cleanliness**

You agree to keep the house clean and tidy and to leave it in a similar condition of cleanliness to when you arrived. Any additional cleaning of the property, following your departure, beyond the normal amount reasonably required may incur an additionally cleaning charge.

The numbers in your party must never exceed the stated house capacity of 4 persons

We provide most of the consumables you will require for your stay, this includes toilet/kitchen rolls and cleaning sprays sanitisers as well as laundry powder etc. Additional cleaning materials are provided on request for guest use. We do NOT provide any food stuff or dry goods as the houses are cleared down completely each week. A filled salt & pepper mill are provided. All electricity, bed linen, towels, hand towels, dish towels and cloths are included in the hire.

We are increasingly aware of our impact on the environment and try to mitigate this where possible. We ask all our guests to live responsibly whilst staying with us. Please consider your energy usage, light pollution, food and general waste as carefully as you can. Reduce -Reuse- Recycle where possible.

## **Payment**

We require a non-refundable deposit of £200 per booking to be paid within 24 hours of your reservation. The full balance is payable 4 weeks prior to arrival. Failure to complete the balance payment when it is due, will result in the automatic forfeiture of your booking. We reserve the right to amend the prices accordantly.

Any fees that occur through payments from bank or currency transfer shall be paid by payee.

Payment can be made by bank transfer - sorry but we do not accept credit cards. When making a Bank transfer payment please ref your payment so that we can cross reference your payment for you for example "14/07/22 Smith" e.g date, surname the rental begins. We would ask that you email us once your BACS transaction has been instructed by you, so that we can check for the deposit arriving and we will then email you confirmation of this and your booking.

## **Smoking**

Smoking is completely prohibited inside all property. If guests insist of smoking then we ask them to dispose of all evidence responsibly and sympathetically. There will be a £150.00 additional cleaning charge if the house smells of smoke or if evidence of smoking is left behind.

## **Damages**

The hirer shall be responsible for any damages or breakages to the property, furnishings etc. All damages must be reported and paid for prior to departure. Please report any breakages or damage during your stay so that they can be rectified at the time and before the next guests arrive. Glasses break and the unexpected can happen, accidental damage happens to everyone and we are very understanding but it is easier to let us know, and we can rectify this quickly and hassle free.

## **Repairs to Property**

Occasionally in rental properties damage due to possible wear and tear, an item of equipment may for some reason not be working (in the unlikely event of this) we would do our utmost to repair it as quickly as possible and we are here to ensure your holiday runs as smoothly and enjoyable as possible. Due to the remoteness of our location sometimes things may take a little bit longer than would normally be expected.

To improve the facilities the owners reserve the right to alter or amend the facilities made available at the house.

## **Dogs**

We are dog friendly but no other animals are allowed. We can accommodate a maximum of 1 dog in the house and there is an additional £50.00 dog charge per dog. However dogs are only as good as there owners- any damage caused by dogs will need to be settled in full by owner and all evidence of dogs in and around the property must be dealt with by the owners before their departure.

## **Cancellation**

Please ensure you are protected by your own insurance provider from the time of making your booking.

If you have to cancel your reservation you must telephone the owner on 01856 850056 or 07702286268 as soon as possible. You must also confirm your cancellation in writing, email is acceptable so long as confirmed back by owner to you. The day on which the owner receives the telephone cancellation / confirms receipt of your email cancellation is the day on which your reservation is cancelled.

Please note that should you cancel your booking prior to the balance due date your deposit is forfeited in full and the balance is no longer required. Should you need to cancel your booking after the balance has been paid both the deposit and the balance are forfeited. We can of course assist with providing letters to confirm cancellation for insurance purposes. Please ensure adequate regular travel insurance is in place at time of booking.

We will do our very best to relet the property if we successfully manage to rebook your cancelled stay then you will be offered an alternative date or a refund of money paid (there is a £50.00 charge deducted from refunds).

## **Your booking**

The owner has the right to refuse any booking prior to the issuing of any confirmation in writing. When you receive your confirmation, you must check all the details carefully for accuracy and contact the owner immediately if you find any discrepancy.

## **Restriction on rental**

We reserve the right to remove person or persons from the property due to unreasonable behaviour, damage to the property or who exceeds the stated occupancy (unless occupancy has been agreed by both parties in advance of the let). In this case a refund of rental rate is at the entire discretion of the owner.

## **Complaints**

The Owner hopes that you will not have any cause for complaint but in the event of a problem arising, you must in the first instance contact the owner immediately so that any problem may be speedily resolved, Some problems are very easily rectified so we ask to be notified and given the opportunity to rectify any problems if possible.

## **Right of Entry**

The owner of the property reserves the right to enter the property at an agreed time with the hirer to carry out any repairs or maintenance. The owner reserves the right to ask guests to vacate the property if their behaviour is deemed to be unreasonable or damage is caused to the property. An agreed entry time will be arranged for lets of over one week to provide a fresh linen change and general clean for your comfort.

## **Liability**

The Owner will have no liability for death, personal injury, or loss of, or damage to, personal property including motor vehicles. In the absence of any negligence or other breach of duty by the owner, the use by tenants of any house or its facilities is entirely at their own risk. Your vehicle and personal belongings are left at your own risk.

## **Adverse Travel Conditions**

In the event of travel disruptions due to bad weather conditions, Government or FCO Travel guidelines or any form of industrial action we cannot be held responsible for non-arrival or inability to arrive or depart the property and no refunds will be given. Should these exceptional circumstances arise we would do everything in our capability to assist you to arrange alternative overnight accommodation with local accommodation providers where possible and you will be solely responsible for paying any alternative accommodation costs arising from this. We request all guests to have normal travel insurance in place at time of booking to cover any eventuality.

## **Cancellation by Owner**

Although we endeavour to honour all bookings, we reserve the right to cancel should the property sustain damage or otherwise become unsuitable to accommodate your holiday. In such an event, we will refund any money paid in full. Any additional costs you may incur will be a matter of your holiday insurance arrangements. For the avoidance of doubt extreme cases such as terrorism, pandemic and global health crisis, adverse weather conditions which may prevent travel for any reason, fog, delayed flights, ferry disruption, Government or Foreign Commonwealth Office (FCO) Travel advice such as road closures are not deemed a circumstance outwith our control for this clause which would give rise to a refund. Normal holiday insurance is recommended.