

The Apartment, Dullatur



www.theapartmentdullatur.weebly.com

Terms & Conditions

We recognize that, due the current Covid-19 pandemic, some people are reluctant to travel whilst others are desperate to 'get away' & that plans may change at short notice, often for reasons entirely outside an individual's control. As a result, we have implemented changes to these Terms & Conditions (Ts&Cs).

The most significant changes relate to:

- Cleaning / Access
- Booking & Payment & Cancellation

Cleaning / Access

Once cleaned, The Apartment may, in normal circumstances, not be entered by anybody other than those guests – or members of their 'bubble' -until after guest departure.

In the unlikely event that it is necessary for the Owners &/or Tradesmen to enter The Apartment during the period of a guest booking, access will be co-ordinated with the guests who will be asked to temporarily vacate any room/s to which the Owners &/or Tradesmen require access, window/s will be opened & PPE will be worn by the Owners &/or Tradesmen.

Booking & Payment & Cancellation

Only bookings made by persons aged 18 or more will be accepted.

A Non-Refundable deposit of 25% of the total cost or £100.00 - whichever is greater - is required to secure a booking; the preferred methods of payment being either electronic bank transfer or by PayPal; any costs incurred will be deducted from the Security Deposit.

A booking confirmation will be issued by email once the deposit has been received. Payment of the deposit is considered to indicate acceptance of the Ts&Cs.

The Balance is due by 3 pm of the day before planned arrival. In the event of failing to pay the balance when due, or if no contact has been made with the owners, the booking will be cancelled.

Once the Balance has been received it (usually with the exception of the Security Deposit, which may be retained in accordance with the Ts & Cs) is Non - Refundable

In the event that the owners have to cancel your booking, a full refund will be given.

Bank	Ac. Name	Sort Code	Ac. No.	IBAN	Branch Identifier
1 st Direct	Adrian EARLAM	40 47 58	95442222	GB93MIDL40475895442222	MIDLGB21720

Details are accurate at time of printing, however terms and conditions are subject to change at the owner's discretion.

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Breakages, losses. Extra cleaning

A refundable Security Deposit of £100 is required with the final payment; this will be returned in full less any deductions due to loss or damage to the property or its contents incurred during the rental period, any cleaning services required and to any applicable PayPal fees incurred.

Any damage or breakages in the Apartment should be reported to the owner without delay.

Cancellation

If you wish to cancel your booking, contact us without delay.

Cancellation is deemed to come into effect once we have received written confirmation (by email or mail). We will acknowledge cancellation by return.

Whilst the 25% (or £100.00 whichever is greater) Deposit received is now Non-Refundable, the Balance – together with the £100.00 Security Deposit – is fully refundable if a written request for cancellation is received by 3 pm of the day before scheduled arrival. Once the Balance has been received it (usually with the exception of the Security Deposit, which may be retained in accordance with the Ts & Cs) is Non – Refundable.

If, in our reasonable opinion, any member of the guest party is not in a fit state to take responsibility for the property, we reserve the right to refuse access. In this event, the contract shall be terminated and the Balance together with the £100.00 Security Deposit will be returned in full.

If, once access is granted, any member of the guest party makes themselves unsuitable, in our reasonable opinion, to continue the holiday because of dangerous or anti-social behaviour or damage to property, the contract may be terminated; in this event, the contract shall be terminated without any monies refunded.

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In the unlikely event that it is necessary for the Owners or Tradesmen to enter The Apartment during the period of a guest booking, access will be co-ordinated with the guests & PPE will be worn.

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Complaints

Suggestions about improving the accommodation are welcome.

You must notify us of any problems with your booking, or with the accommodation, immediately so that we can remedy them as soon as possible. If we have been unable to satisfactorily resolve a significant problem, please tell us as soon as possible during your holiday. Complaints about the accommodation raised after you have vacated the accommodation will only be progressed if received in writing, and only if previously brought to our attention during your stay.

Disclaimer

The owner cannot accept any responsibility or be liable for any loss or damage, accident or mishap to persons or their property whilst in and around the Apartment or whilst engaged in any activity there from or any illness or injury arising from any cause whatsoever except when it is a result of our proven negligence.

Insurance

We recommend that guests take out holiday cancellation insurance.

Linen & Towels

Are provided.

Laundry

Whilst we do not provide a laundry service, The Apartment is equipped with a washing machine & tumble drier.

Minimum stay

3 nights.

Pets

We regret that we are unable to accept pets.

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Smoking

We ask our guests to adhere to our strict NO SMOKING policy. Failure to do so will result in termination of the let without refund.

Vehicles

Your vehicles and their accessories and contents are left entirely at your risk and we will not be responsible for any loss or damage from or to any vehicle except that which results directly from our proven negligence.

The contract will be subject to Scottish Law.

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