

## Self Catering Terms and Conditions

By booking a holiday property at Byreburnfoot, the guest and the guest's party agree to the following Terms and Conditions:

1. That the hiring contract shall be between the guest who makes the reservation and the property owner.
2. To leave the holiday property at the end of the holiday let in a clean and tidy condition. Any extra costs for cleaning to be borne by the guest.
3. To ensure the property is securely locked when not occupied during the holiday let. To allow access by the holiday property owner or his/her employees for the purposes of maintenance of equipment, fixtures and fittings.
4. To replace any breakages, damage or losses, or reimburse the holiday property owner for such breakages, damage or losses other than those defined by the holiday property owner as accidental/ normal wear and tear. To reimburse the holiday property owner for any soaked or damaged mattresses or other furnishings, and for any telephone bills incurred during the holiday let.
5. To use the holiday property solely for its purpose as holiday accommodation.
6. To absolve Byreburnfoot Ltd of any responsibility for accident, illness, injury or losses sustained while on the holiday property, however caused.
7. To limit the number of occupants to the number stipulated in the Byreburnfoot web site, and the party to the list of people detailed on the booking request form. The holiday property owner reserves the right to refuse admittance to the holiday property where this condition is not observed.
8. No pets to be permitted within the property.
9. To vacate the holiday property at the termination of the let.
10. That any disputes shall be settled in accordance with Scots Law.
11. The booking is made on the understanding that the holiday property will be placed at the guest's disposal on the date stated on the Booking Confirmation. Should this not be possible due to circumstances beyond the control of Byreburnfoot Ltd, we cannot guarantee to provide an alternative holiday property. In this case the rental paid will be returned to the guest and the guest will have no further claim against Byreburnfoot Ltd.
12. The submission of the completed booking request form and deposit payment shall constitute an offer by the guest, and a contract shall only come into existence when Byreburnfoot Ltd accepts the booking.
13. Byreburnfoot will not be liable for their judgement of quality or facilities or amenities of holiday properties nor for the availability of local facilities and amenities as detailed in the holiday property descriptions.

### COMPLAINTS PROCEDURE

1. It is the responsibility of Byreburnfoot to prepare the property for your arrival. Should any problem or any cause for complaint arise, it must be reported immediately to the property owner, who must be given the opportunity to rectify the situation.
2. Should this fail however, or you are still dissatisfied, you should only then submit details of your complaint to Byreburnfoot Ltd within 48 hours of the start of your holiday.
3. Written details of your complaint must be received by Byreburnfoot Ltd. within 7 days of the end of your holiday, who will investigate your complaint. This complaints procedure must be strictly adhered to. No inspection of the property will be made when other holidaymakers are in residence.