



Terms and Conditions

- The number of guests occupying the property must not exceed the maximum set for the property.
- The property and all the fittings, furniture, utensils and equipment etc. must be left in a clean and tidy condition at the conclusion of the period of the holiday let. All breakages must be notified to the owner on conclusion of the rental.
- The rental includes all fuel, electricity and water.
- A full set of linen and towels is provided for each room together with a spare double and single set. If you require additional changes of linen and towels these can be provided – there is a charge of £20 for a single set and £30 for a double set. These should be ordered in advance of your stay.
- Dogs are welcome in the holiday cottages at Balmoral - however we do request that they are kept under strict control at all times and that you clean up after your dog.
- Unless otherwise arranged, up to a maximum of two pets are accepted.
- Smoking is not permitted in any of the holiday cottages.
- Smoke detectors must not be tampered with or batteries removed.
- The property is let as a holiday let and clients must vacate the property at the end of the agreed rental period as laid down in the booking and arrival instructions.
- We would request that you arrive at the property between 3.00 p.m. and 4.00 p.m. on the specified date. You will be met by a member of staff, who will be able to answer any questions you may have and issue you with the keys for your cottage. If you are unable to arrive at this time we would appreciate you contacting us as soon as possible.
- It may be possible to arrive early and drop off luggage in one room of the property. However this must be arranged in advance and should not impact on housekeeping or other guests.
- The property should be vacated by 10.00 a.m. on the day of departure to allow the housekeeping staff sufficient time to prepare the property for the next tenants.
- The holiday cottages at Balmoral are situated in peaceful rural locations and guests are requested to respect the peace and quiet of the area as well as the privacy of the local inhabitants.
- We reserve the right to ask any guests to vacate the property at any time if their conduct is unsuitable to that of a holiday let.
- Whilst we endeavour to ensure that the property is safe in all respects for use as a holiday home we cannot be responsible for any damage caused to guests property or persons whilst staying at the property unless it is as a result of our negligence.
- We strongly advise you to take out a holiday insurance policy for your holiday as we are unable to offer refunds on cancellations.
- Payment of deposit or full payment constitutes the acceptance by the client of these Terms and Conditions.

Dogs

Dogs are welcome in the holiday cottages at Balmoral - however we do request that they are kept under strict control at all times and that you clean up after your dog. When walking in the grounds and gardens of Balmoral we request that your dog is kept on a lead at all times.

Dog hair is almost impossible to completely eradicate from the property but our housekeeping staff do their utmost as some guests have allergies to dog hair. Therefore we also request that you bring adequate dog beds with you and advise that dogs are not permitted to sleep in the bedrooms. Holiday cottage guests must also ensure that any dog mess in the grounds and gardens of the property is cleared up so that it will not cause problems for the other visitors and the following guests.

To cover the cost of additional cleaning within the properties there is a charge for dogs staying in the cottages. The charge is £10 per dog per week and this should be paid with your final payment for your stay in the cottage.