



## Balmoral Holiday Cottages

### Terms and Conditions

- The number of guests occupying the property must not exceed the maximum set for the property.
- The property and all the fitments, 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.
- Pets are welcome in the holiday cottages at Balmoral and there is a charge of **£15 per pet per week**.
- We request that dogs 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 4.00 p.m. and 4.30 p.m.** on the day of arrival.
- If you are unable to arrive at this time we would ask that you contact one of the emergency contact number as soon as possible.
- The cottage will be left open ready for your arrival and the keys will be left in a safe place for you.
- Please bring with you a form of photographic identification together with your booking details to present, should it be requested.
- It may be possible to arrive early and drop off luggage in the store at the Estates Office. However this must be arranged in advance.
- The property **must be vacated by 9.30 a.m.** on the day of departure to allow the housekeeping staff sufficient time to prepare the property for the next tenants in the afternoon.
- 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 guest's property or persons whilst staying at the property unless it is as a result of our negligence.
- Payment of deposit or full payment constitutes the acceptance by the client of these Terms and Conditions.

**PLEASE NOTE THAT WE STRONGLY ADVISE YOU TO TAKE OUT A HOLIDAY INSURANCE POLICY FOR YOUR HOLIDAY AS WE ARE UNABLE TO OFFER REFUNDS ON CANCELLATIONS**