



Terms and Conditions

Glenlivet Lodge
83 Dalnabay
Silverglades
Aviemore PH22 1RQ

Reservations: Reservations can be made via our website, by email, by telephone and using freetobook. All reservations will be held as provisional for a period of 3 days and will only be confirmed upon receipt of a deposit of £50.

Deposits: All bookings require a £50 deposit per week/let to secure the booking. The deposit is primarily a security against any damage to the property and to cover the cost of electricity used during your stay. The deposit will be refunded within 2 weeks of your departure date by cheque, minus electricity costs and the cost of any damages.

Full payment: The full rental fee is to be paid not less than 4 weeks prior to arrival. Bookings made within 4 weeks of arrival date to be paid in full at time of booking, plus the security deposit of £50.

Payment methods: The fastest and safest payment method is a BACS transfer. Bank details are shown in the footer area. We are also happy for you to post a cheque (made payable to "Alan & Sandra Veitch") to our home address (shown in footer).

Cancellation: Should you have to cancel you must advise us in writing immediately. In this case, the deposit paid is not refundable, and is forfeit. Due effort will be made to re-let the property. If a suitable tenant cannot be found, then all rent paid is forfeit. If property is re-let, the amount of any rent paid will be refunded less any expenses incurred. Failure to pay the rent in full by the due date is treated as a cancellation.

Period of let: Minimum stay is 3 nights. Tenancies begin at 3pm on day of arrival, and end at 10am on day of departure.

Holiday Insurance: It is recommended that you take out insurance against cancellation as well as loss or damage to personal effects. If you need to cancel your holiday it is disappointing, but even more so if you are left substantially out of pocket. Under no circumstances can we, the owners, be held liable for any loss or damage to your property so please considering covering yourself for this eventuality.

Use of Items: Glenlivet is a family holiday home and we have tried to make it as useful and practical as possible, providing everything we can think to make your stay as comfortable as possible. We are happy for you to use any items kept in the house and shed, but please remember that everything is used at your own risk and we would appreciate your care in looking after the house and its contents.

Rental includes: All bed linen for full occupancy; towels for number of guests; use of the travel cot and high chair; cleaning materials sufficient for period of let; use of broadband.

Electricity: Electricity will be charged at the standard rate for the duration of your stay. The cost of the electricity will be deducted from your deposit of £50.

Shortcomings & Defects: Please advise us immediately of any shortcomings in the house. We cannot accept subsequent claims for shortcomings not so notified. The Tenants must notify us immediately of any damage or defects detected during their stay. Failure to do so may result in the Tenants being made liable for any damages or defects. Tenants may be billed for any damaged or missing items.

Smoking: Glenlivet has a strict NO SMOKING policy with smoking prohibited anywhere in the house. Smoking is permitted in the garden, but please ensure all debris is binned and any ashtrays washed after use.

Refuse Collection: The refuse bin timetable is on the noticeboard in the kitchen. Please ensure that the correct items are placed in the correct bins, otherwise they won't be emptied. Please put both bins out on the appropriate day at the end of the parking area, either the night before or first thing in the morning, and return to the garden once emptied.

Items Left Behind: We will alert you as soon as possible if any items are found in the house after your departure. Should you require the item to be returned, we will happily do so but will take the cost of postage plus 10% administration fee from your Deposit.

Owners: Alan & Sandra Veitch, 10 Craig Place, Newton Mearns, Glasgow, G77 6PA

Tel: 0141 616 2985 Mobiles: 0787 212 4024 / 0787 212 4023 www.aviemore-glenlivet-cottage.co.uk sandra@aviemore-glenlivet-cottage.co.uk

Bank details: Bank of Scotland, Ayr Road, Glasgow Sort Code: 80-09-22 Account No: 00353642 IBAN (international): GB55BOFS80092200353642

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Pets: A maximum of 2 dogs are welcome in Glenlivet for the additional cost of £25 on the understanding that: they do not foul in the house or the garden and surrounding area; fouling must be cleaned by the pet's owner; they have their own bed/sleeping area and DO NOT go up on beds or living area furniture; they are never left unattended in the house. The additional charge for dogs is to cover additional cleaning costs.

The Tenancy: The contract effected on receipt of confirmation of booking is in terms of Section 2 (1) (bbb) of the Rent (Scotland) Act 1974, and confers on the tenant the right to occupy the house for the period agreed for holiday purposes only. The number of persons occupying the house must not exceed the number for which the accommodation has been reserved. We reserve the right to levy an extra charge in the case of a larger number of persons than approved using the accommodation, or may terminate the rental period because of unreasonable behaviour or damage to the property.

For insurance purposes, at least one of the tenants must be at least 21 years of age.

Vehicles: The house has its own hard standing parking area, which must be used. Two cars can easily be accommodated in the parking area. Vehicles must not be left in the road, and they, their accessories and contents are left at your own risk.

Adverse Travel Conditions: The owners cannot be held responsible for non-arrival due to adverse weather conditions or any form of third party industrial action, and no refunds will be given in these events.

Failure of Utilities: Any failure of utilities, eg, electricity, water supply, waste water, TV/satellite signal, refuse collection, broadband provision, which is beyond the control of the owners cannot be held as the responsibility of the owner. No refunds will be given in the event of service failure.