

36 ST OLAF STREET

TERMS AND CONDITIONS

General

The property featured is offered as self-catering accommodation let on a nightly basis minimum stay 3 nights, or 2 nights if booking within 4 weeks of arrival. Entry is 2pm on date of arrival and departure is 10am on date of departure, subject to the Hiring Terms and Conditions.

Booking your Property

To book a property, please telephone 01595 696774 or email kathleen@grindislea.plus.com / kathleenbalfour55@gmail.com .

If due to circumstances outwith our control, a property becomes unavailable; Shetland Stay Self Catering will refund payment.

Cancellation Protection

Our cancellation policy is Strict. For this reason we strongly recommend that you have travel insurance in place to cover all eventualities, including weather affected travel disruptions, Pandemics, Government imposed travel restrictions, Acts of God, Illness to name some, but not all reasons that you may need to cancel your trip. This will provide you with piece of mind if an unforeseen event forces you to cancel your booking.

Payment for your property

We have tried to make paying for your let as simple as possible. The initial payment is a 20% non refundable, non transferable deposit and may be paid by cheque or bank transfer. The balance is payable no later than six weeks prior to commencement of your let. If you are booking within six weeks of the start of your let, payment is required in full at the time of your booking.

Booking from Overseas

Overseas visitors are most welcome and because of the difficulties distance can impose we allow up to ten days for bookings to be confirmed from the date a reservation is made. Balance of charges is due six weeks prior to the commencement of the holidays. Payment from overseas should be made by bank transfer. Any bank charges incurred will be payable by the hirer.

Cancellations

In the event you find you need to cancel your booking, we require this to be confirmed by email. We shall endeavor to re-sell your cancelled nights. The deposit is non-refundable and non-transferable in all circumstances. The balance (if already paid), is refundable on re-sold nights.

WE HIGHLY RECOMMEND THAT YOU TAKE OUT TRAVEL INSURANCE TO COVER **EVERY** EVENTUALITY.

Equipment

The property is furnished and equipped to cater for the stated permitted occupancy and includes pots and pans, crockery, cutlery, iron and ironing board etc. Major items of domestic equipment are listed in the property details.

No Smoking

The property is NON Smoking.

Pets

Pets are not allowed at the property due to allergies.

Linen

Pillows, (two per person) duvets and bed linen are provided. A bath towel and hand towel per person. Dish towels are also supplied.

Cleaning

The property is cleaned thoroughly between each let. However, as only a limited period is available to clean properties, it is a condition of your let that you leave the property and its contents as you find it, and any used bedding and towels should be left in the bath/shower

The hirer shall ensure that the standard of cleanliness of the premises is as high on their departure as on their arrival. A surcharge of £50 will be levied if this condition is not observed.

The hirer may opt for Shetland Cleaning Crew to do the cleaning for them. This requires a minimum of 24 hours notice, and will cost £15 per hour for the extra cleaning.

Complaints

It is important to Kathleen & Hamish Balfour, Shetland Stay Self Catering that you enjoy your stay and every effort has been made to ensure this. However, in the unlikely event of dissatisfaction with the property or any subsequent problem, you should immediately contact us in order to give us the opportunity to rectify the problem.

Terms & Conditions of Hire

The hirer shall ensure that the standard of cleanliness of the premises is as high on their departure as on their arrival. A surcharge of £50 will be levied if this condition is not observed.

The hirer may opt for Shetland Cleaning Crew to do the cleaning for them. This requires a minimum of 24 hours notice, and will cost £15 per hour for the extra cleaning.

The number of people occupying the premises shall not exceed the number stated for the premises.

The Hirer binds and obliges himself to vacate the hired premises without demand at the termination of the period of hire.

The Hirer binds and obliges himself to pay the lessor in respect of any loss or damage beyond fair wear and tear.

Your initial payment comprises of a non refundable, non transferable deposit. The balance of the hire charge must be paid at least 6 weeks prior to the commencement of the holiday. The Lessor may treat the booking as cancelled if the balance of the hire charge is not sent by this date. If the booking is made within 6 weeks of the start of the holiday, payment in full at the time of booking is required.

The Hirer agrees that, in the event of Cancellation, while all reasonable efforts will be made by the lessor to re-let, the Hirer will be responsible for paying for the period of tenancy booked if a substitute cannot be found.

The Lessor accepts no responsibility for loss, injury or damage to any member of the Hirer's party or their property, arising in any manner out of the let of the premises, however caused.

The Hirer shall undertake to prevent any member of his party from causing a nuisance or disturbance to neighbouring residents or occupiers.

The Hirer undertakes to leave the hired premises secure if left unoccupied during the period of let.

The Hirer undertakes to relieve the Lessor from any liability for damage or injury by any member of his party, however caused.

The Hirer warrants that the subjects let are to be used for the purposes of a Holiday. Accordingly, Section 12(2) and Paragraphs of Schedule 4 of the Housing (Scotland) Act 1988 applies to the letting to the Hirer.

We reserve the right of entry to the properties at all reasonable times for the purposes of inspection or to carry out repairs or maintenance.