

## **Terms and Conditions –**

This information can also be found at [www.sbhscotland.org.uk/rebeccacottage](http://www.sbhscotland.org.uk/rebeccacottage)

### **General**

By confirming your booking you are agreeing to Spina Bifida Hydrocephalus Scotland (SBH Scotland) Terms and Conditions. Please check them carefully. The Terms and Conditions are a legally binding contract between SBH Scotland and the holidaymaker. SBH Scotland is also referred to as "we" and "us".

The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

The property referred to being Rebecca Cottage in Carnoustie.

### **Bookings**

All bookings depend on the property being available. You must be at least 18 years old at the time of making the booking. You are responsible for making all payments due to us.

A booking deposit is payable within 7 days of the provisional booking being taken. Payment must be made in pounds sterling.

The booking is taken on a provisional basis until the deposit has been paid in full and funds cleared through the banking system (where appropriate). The booking then becomes confirmed. Until the booking is confirmed, it can be cancelled at any time without prior notice and after 7 days if payment has not been received the booking will be cancelled.

The balance of the rental charge, along with the refundable breakage deposit, is payable not less than 4 weeks prior to the start of the holiday. Failure to pay the deposit or balance in full by the due dates will constitute a cancellation of the holiday by the holidaymaker. Please be sure to note the due dates of these payments as reminders are NOT routinely issued.

Bookings made less than 4 weeks prior to the arrival date must be paid in full at the time of booking.

### **Discounts**

Maximum of one discount per booking, subject to eligibility.

Blue Badge Holders – 20% discount. The party leader must provide copy of valid blue badge at time of booking.

SBH Scotland Members – 35% discount. The party leader must be a registered member with SBH Scotland.

### **Cancellation or Changes by the Holidaymaker**

Cancellation or changes to the booking by the holidaymaker should be made in writing and addressed to: Rebecca Cottage Administrator, Spina Bifida Hydrocephalus Scotland, The Dan Young Building, 6 Craighalbert Way, Cumbernauld, G68 0LS or emailed to [rebeccacottage@sbhscotland.org.uk](mailto:rebeccacottage@sbhscotland.org.uk)

For further information contact call 03455 211 811 or visit [www.sbhscotland.org.uk/rebeccacottage](http://www.sbhscotland.org.uk/rebeccacottage)

In the event of a change or cancellation, we will attempt to accommodate your request and where possible re-let the property. If we can re-let the property, a discretionary payment may be made. If we are unable to re-let or the changes cannot be made this will be deemed as a cancellation and the charges will be as follows:

1 week or less – 100% payable  
4 weeks or less – 85% payable  
6 weeks or less – 40% payable

Cancellations/Changes made out with the specified periods will be charged the deposit only.

However, we strongly recommend you take out holiday cancellation insurance.

### **Cancellation by the Property Owner**

The property owner will endeavour to make sure the stated property is available for the dates contracted. In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation. If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund.

The property owner shall only be liable to return the monies received.

No compensation or consequential losses shall be paid.

### **Miscellaneous**

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

You must not hold events (such as parties, celebrations or meetings) at the property without the advance consent of SBH Scotland.

### **Number of Guests**

The maximum occupancy is seven, plus you are allowed to bring a travel cot. If it is found that more people than allowed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund. Sub-letting or assignation of the let is prohibited.

For further information contact call 03455 211 811 or visit [www.sbhscotland.org.uk/rebeccacottage](http://www.sbhscotland.org.uk/rebeccacottage)

## **Pets**

Pets are not allowed in any part of the property with the exception of service animals such as guide dogs.

## **Smoking and Fire Safety**

The Cottage has a very sensitive smoke and heat detection system. Please do not burn any form of candles within any part of the cottage. Smoking is strictly prohibited within the Cottage. If smoking outside the building please ensure all cigarette ends are disposed of carefully.

## **Linen**

Bed linen will be provided but guests must bring their own towels.

## **Tracking Hoist, Stairlift & Profiling Bed**

In order to keep the specialist equipment in the Cottage in good working order for all of our visitors, please ensure that this equipment is only used for its intended purpose. Please ensure children staying do not play with the equipment.

## **Arrival and Departure Time**

Every effort will be made to have the property available from 3pm on the day of arrival. The property must be vacated by 11am on the day of departure. Late departure will result in an additional charge being made. Information about keys and how to collect them will be provided once full payment has been received.

## **Liability**

The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party. Vehicles and possessions are left entirely at the risk of the holidaymaker.

Children must be supervised at all times.

## **Cleaning**

We would like to think the holidaymaker and party would treat the property as they would their own home and at the end of the holiday the property is left in a clean and tidy condition. The property owner retains the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Please remove all used bed linen and leave at the bottom of the beds.

All foodstuffs must be removed from the fridge and cupboards.

General and recyclable waste must be removed and placed in appropriate bins outside the property.

Please do not leave unused toiletries in the Cottage.

## **Breakages**

The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday. Any accidental damage or breakages should be reported to the property owner (or their representative) prior to departure.

The property owner retains the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.

## **Return of Breakage Deposit**

Your breakage deposit, minus any deductions, will be returned to you within 14 days of departure. Should breakages/damage exceed the deposit further costs will be charged.

## **Complaints**

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner (or their representative) immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation.

Unless this procedure is followed, no subsequent claim will be entertained.

The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.