

Terms & Conditions

Bookings & Payment

- A **£50 per person deposit** is required at the time of booking and secures your reservation.
- The **remaining balance is due 4 weeks (28 days) before arrival**.
- For bookings made **within 4 weeks of arrival**, the **full amount is payable immediately**.
- Payments are processed securely via **Stripe**. Stripe acts solely as the payment processor; the accommodation contract is between the guest and the property owner.

If the balance is not received by the due date, we reserve the right to **cancel the booking without refund** and re-let the accommodation.

Cancellations & Refunds

- The **£50 per person deposit is non-refundable**.
- If cancelled **more than 4 weeks before arrival**, no further charges apply beyond the deposit.
- If cancelled **within 4 weeks of arrival**, **75% of the total booking cost will be retained**.
The remaining **25% may, at the owner's discretion**, be offered as **credit towards a future booking**, subject to availability.
- **No cash or card refunds** will be issued.

Guests are strongly advised to take out **holiday cancellation insurance**, as we are unable to offer refunds for illness, travel disruption, weather conditions, or personal circumstances.

Non-Arrival, Early Departure & Unused Nights

- Failure to arrive on the scheduled arrival date without prior notice will be treated as a **late cancellation**, and no refund will be due.
 - **No refunds are payable for early departure, late arrival, or unused nights**, for any reason.
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Damage, Breakages & Cleaning

- No damage deposit is taken.
 - Guests are responsible for any damage, loss, or excessive cleaning caused during their stay.
 - Damage or loss **exceeding £20** will be assessed after departure and **charged at the owner's discretion**, in line with standard holiday-letting practice (similar to Booking.com / Sykes).
 - Costs may be recovered using the original payment method where appropriate.
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Chargebacks & Payment Disputes

- Any payment disputes or chargebacks must be raised with us directly before contacting your card provider.
 - We reserve the right to submit booking records, messages, policies agreed at booking, photographs, and other relevant evidence to **Stripe** to contest disputed charges.
 - Unjustified or fraudulent chargebacks may result in recovery action.
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Occupancy & Use

- Accommodation is **adults only**.
 - Guests must not exceed the **maximum occupancy stated for the booked accommodation**.
 - The property is for **holiday use only**. Parties, events, or commercial use are not permitted.
 - The lead booker must be **18 years or older** and is responsible for all guests.
 - We reserve the right to **refuse entry or terminate a stay without refund** where these terms are breached, including misuse of the property, unauthorised guests, or failure to control pets.
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Pets, Livestock & Rural Safety

- Dogs are welcome but must be **kept on leads at all times outside designated dog areas**.
- We provide a **secure dog run with 6ft fencing** for off-lead use.
- Dogs may be **off-lead within enclosed cottage gardens**.
- Guests staying in the **shepherds' huts** have access to a **designated private field**, where dogs may be off-lead.
- Dogs must **not be allowed free access near horses or livestock at any time**.
- Due to surrounding **livestock, wildlife, and open land**, guests are responsible for keeping dogs under control at all times.

Horses & Livestock

- **Guests must not feed, touch, or approach horses or livestock under any circumstances**.
- Feeding horses can cause serious illness or injury and is strictly prohibited.
- Any damage, veterinary costs, or losses resulting from failure to comply with this rule may be **recovered from the guest**.

The property is located in a **rural environment** and includes potential hazards such as **hot tubs, open fires, BBQs, ponds, peat bogs, uneven ground, livestock, and rural terrain**.

Use of hot tubs, fires, BBQs, and outdoor facilities is **entirely at guests' own risk**.

Guests must respect the **Scottish Outdoor Access Code**, neighbouring land, and the natural landscape.

Smoking

- The accommodation is **non-smoking**.
- Smoking or vaping inside the accommodation may result in an **additional cleaning charge**.

Accuracy of Information

- While we take reasonable care to ensure property descriptions, photographs, and information are accurate, **minor variations may occur** and do not constitute grounds for refund.

Liability

- All guests stay at the property **entirely at their own risk**.
- We accept no liability for **loss, damage, or theft of personal belongings**, or for accidents resulting from misuse of facilities or failure to follow safety guidance.

Force Majeure

We shall not be liable for cancellation, interruption, or changes to a booking resulting from events beyond our reasonable control, including but not limited to extreme weather, flooding, fire, power outages, utility failures, or government restrictions.

Law & Jurisdiction

These terms are governed by the **law of Scotland**, and any disputes shall be subject to the jurisdiction of the Scottish courts.