

# Otterburn Booking Form & Terms & Conditions

Please ensure you have read and agree to the following before going ahead with a booking:

Thank You for booking direct.

All direct bookings will receive a **5% discount from the price advertised on our website\***

## ARRIVAL & DEPARTURE TIMES

The Hirer (their guests) is asked to arrive after 5pm on the first day of their stay and to have vacated the cottage by 10 am on the last day.

## PAYMENT

A 25% non-refundable deposit is required to confirm a reservation. The final payment is due 6 weeks prior to commencement of the holiday let (Bank transfer in GBP). If the reservation is made within 6 weeks of the commencement date, the full tariff is payable immediately.

The hirer is required to pay a refundable good house keeping deposit of £100 (refundable subject to adherence to these terms and conditions).

## LOSS, DAMAGE & CARE OF PROPERTY

The hirer is responsible for any loss or damage to the property (reasonable wear and tear excluded), for taking good care of the property and leaving it in a clean and tidy condition.

Should it be found that an excessive amount of cleaning is required a charge will be made.

Please notify the owner of any damage or breakages as soon as possible. It may be necessary to levy a charge in some cases.

## RIGHT OF ENTRY

The hirer must allow owners and agents reasonable access to the property.

## LIABILITY

The owner shall not be under any liability to you or any member of your party for any loss or damage to person or property arising from the letting.

## WHAT IS INCLUDED

Included in the weekly tariff: heating, lighting, bed linen, kitchen hand linen and a welcome pack on arrival.

Internet access is included in the rental price for our guests however we do not guarantee internet reception.

The garden and picnic benches at Otterburn are for the enjoyment of our Otterburn guests only.

We take great care and attention to ensure your cottage is clean, tidy and welcoming on your arrival. We request that your every effort is made to leave the cottage in as clean and tidy state as it was found. The owner reserves the right to levy an appropriate charge if any extra cleaning is required after occupation.

In order to provide a comfortable environment for all our guests, smoking is strictly not permitted in the cottages.

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The names of all guests staying at the cottage must be detailed on the booking form and shall not exceed 4 per cottage. Any deviations from the booking form should be notified to the owner in advance. Only those guests on the booking form may use the cottage facilities.

Otterburn provides accommodation for adult guests and older children. We welcome dogs by prior arrangement and at a supplement subject to these terms and conditions.

## **DOGS**

If you choose to stay at Otterburn with your dog you are agreeing to our terms and conditions. Failure to comply will unfortunately result in the loss of your security deposit and possible impact our welcome to dog owners in the future.

- 2 dogs maximum
- Your dog is not permitted upstairs in the cottage or onto any furniture.
- Your dog must not be allowed to roam unattended in the garden (vehicles, other guests, chicken and ducks roam free). If your dog is prone to chasing chickens, ducks, sheep, people etc. then it must be on a lead at all times in the garden.
- A cage or crate for your dog would be preferred but at the very least you should provide an appropriate bed for your dog.
- You must clean up after your dog, internally and externally. Any dog mess in the house or garden should be removed immediately.
- Please be aware that ticks are prevalent in the area. Please treat your dog for fleas and ticks before arrival at Otterburn.
- Please be aware of the Scottish Doggy Access Code, available from [www.outdooraccessscotland.com](http://www.outdooraccessscotland.com)

## **NON-AVAILABILITY OF PROPERTY**

If for any reason, beyond the owners control, the property is not available on the date booked, for example as a result of flooding, all rent will be refunded in full but the hirer shall have no further claim against the owners

## **CANCELLATION**

Should the hirer need to cancel the holiday, the owner should be notified as soon as possible and the cancellation confirmed in writing. The deposit is non-refundable and non-transferable. Cancellation charges are 40% of the balance if cancellation is within 4 weeks of the start of the holiday, 60% if within 3 weeks and 80% if within 2 weeks or less. If the period can be rebooked, a full refund of the balance may be possible, minus a £50 administration fee. We strongly recommend you take out holiday insurance, to cover against all unexpected eventualities.

## **OWNERS RIGHT TO TERMINATE LET**

The owners reserve the right to terminate the let at anytime during the stay, without refund, if they feel there has been any serious breach of the above terms and conditions.

## **COMPLAINTS**

Any complaint must be notified immediately to permit an investigation to be made if necessary and any remedial action taken if required. Complaints will not be accepted after the tenancy has ended.

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## HIRERS AGREE TO:

- pay for any additional costs as stated on the accommodation details.
- pay for any losses or damage (excluding reasonable wear and tear
- take good and reasonable care of the property and to leave the property and all equipment in a clean and tidy condition.
- permit the owners and agents reasonable access to the property.
- abide by and not exceed the total number of persons in the property as stated on the property details.

## BOOKING FORM

Booking Form			
Surname:		First Name:	Title:
Address:			
			Postcode:
Daytime Tel No:		Evening Tel No:	
Mobile:		Email:	
Other Members of the Party			
Surname:		Initials	Age (if under 18)
2.			
3.			
4.			
Pets			
Dog supplement <b>£35</b> (2 dog maximum)			
Total Dogs:		Name Dog1:	Name Dog2:
Property			
Holiday Property Required (OB1 or OB2)		Arrival Date	Departure Date
1.			
2.			
Payment			
Deposit			
(Deposit is required if booking more than 6 weeks (42 day) before commencement of the holiday, otherwise please forward full payment plus extras as above)			
Deposit (25% of holiday price)			
Or Full Payment if within 6 weeks of holiday			
<b>Good house keeping deposit of £100</b> (refundable subject to adherence to these terms and conditions).			
<b>PAYMENT METHOD IS BY ON-LINE BANKING INTO BANK ACCOUNT</b>			
Royal Bank of Scotland, 25 Quakerfield, Bannockburn – Mandy E Rush -A/C no: <b>00256073</b> Sort Code: <b>83-16-03</b>			
IBAN GB70RBOS83160300256073			
BIC RBOSGB2L			
(Please use your surname as reference.)			
Declaration			
How did you hear about Otterburn?			
I declare that I am over 18 years of age, have read/understood and will abide by the Booking Conditions laid down by Otterburn.			

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<b>Print Name:</b>
<b>Signature:</b>

PLEASE EMAIL COMPLETED FORM TO:

[otterburnselfcatering@gmail.com](mailto:otterburnselfcatering@gmail.com)

Any questions? 00 44 (0)1445 771006

## PRICES

Start date	End date	3 nights	4 nights	5 nights	6 nights	Full week
Fri 29 Sep 2017	Thu 19 Oct 2017	£316	£316	£356	£375	£395
Fri 20 Oct 2017	Thu 02 Nov 2017	£236	£236	£266	£280	£295
Fri 03 Nov 2017	Mon 18 Dec 2017	£220	£220	£248	£261	£275
Tues 19 Dec 2017	Sun 31/12/2017	£380	£480	£536	£536	£595
Mon 01 Jan 2018	Thu 04 Jan 2018	£476	£476	£536	£565	£595
Fri 05 Jan 2018	Thu 22 Mar 2018	£220	£220	£248	£261	£275
Fri 23 Mar 2018	Thu 26 Apr 2018	£316	£316	£356	£375	£395
Fri 27 Apr 2018	Thu 31 May 2018	£340	£340	£383	£404	£425
Fri 01 Jun 2018	Thu 30 Aug 2018	£380	£380	£428	£451	£475
Fri 31 Aug 2018	Thu 27 Sep 2018	£360	£360	£405	£428	£450
Fri 28 Sep 2018	Thu 18 Oct 2018	£316	£316	£356	£375	£395
Fri 19 Oct 2018	Thu 01 Nov 2018	£236	£236	£266	£280	£295
Fri 02 Nov 2018	Mon 17 Dec 2018	£220	£220	£248	£261	£275
Tue 18 Dec 2018	Sun 30 Dec 2018	not available	£380	not available	not available	£475

\*Discount does not apply to the security deposit of £100.

*Booking Channels e.g. Expedia, Booking.com, Late Rooms etc. charge from 15%- 68%+ commission. By booking direct the price of your holiday is cheaper and you are supporting small local businesses. Always book direct for the best price.*