

Booking Conditions and General Information

Eildon Melrose Holiday Cottages & Log Cabins

Dingleton Mains

Melrose

TD6 9HS

Tel: 01896 823258

Website: www.eildonmelrose.co.uk

Email: rob@eildonmelrose.co.uk

- **Care.** The main condition and acceptance of any booking is that good care is taken of the property, and the contents therein, and the cottage or log cabin is left clean and tidy and free of any strong or unpleasant odour. Eildon Melrose reserves the right to charge guests for additional cleaning where it is not left clean and tidy at the end of a stay.
- **Breakages and Damage – Security Deposit.** If credit or debit card details are held then a damages deposit of £200 will be held against the guest's credit or debit card 1 day prior to arrival. This will be released within 4 days of departure unless damage has been caused. However caused, breakages and damage must be reported immediately and paid for by the guest. Eildon Melrose reserve the right to charge the guest's credit or debit card to cover the cost of damages. If a damages deposit is not held, or if the cost of damages exceeds £200, then the guest agrees to pay for all costs of damages upon receipt of an invoice from Eildon Melrose.
- **Arrival and Departure.** The cottages / log cabins are available from 4pm on the day of arrival, and we ask that you try not to arrive before this time. The cottages must be vacated by 10am on the day of departure. Some flexibility on departure time may be afforded, particularly for less able visitors, but only by prior arrangement.
- **Pets.** Well behaved dogs (max 2 per property, dogs must be over one year old) are welcome to stay at Eildon Melrose. Guests wishing to bring their dog must notify Eildon Melrose at the time of booking, pay the small extra charge and adhere to our Dog Rules (these will be emailed separately but are briefly summarised below). We are in the midst of hill farmland and surrounded by sheep and cattle. Accordingly, dogs will be allowed by arrangement only. Guests bringing dogs are liable for the cost of any damage caused.
 - Pet owners must ensure that no animal hair or other evidence of pets is left in the property.
 - Guest's bringing pets must ensure their pets are free from fleas and parasites before arrival. Failure to do so may incur subsequent charges.
 - Dogs are NOT allowed on any of the beds or other items of furniture. Dog owners must bring the dog's bed for sleeping in.
 - Please see that dogs are exercised away from the holiday cottages and the open gardens and that they do not soil any part of the property or gardens. Any fouling must be cleared up without delay. The log cabins have private enclosed gardens but any fouling in these areas must also be cleared up without delay.
 - We expect that best animal husbandry and practice is maintained by visitors in respect of their pets at all times, including recovery of soiling in any public area during their stay at Eildon Melrose.

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- Dogs are not to be left unattended in cottages / cabins, or in cars on or near the property, at any time.
- Dogs that continually cause a nuisance (e.g. persistent barking or aggression towards others) may be asked to leave.
- Visitors are solely and fully responsible for their pets at all times.
- A small weekly charge will be made for each dog by arrangement.

If any guest has an allergy to animals, please be aware that dogs often stay in all of our holiday cottages and log cabins. Eildon Melrose cannot accept responsibility for any suffering experienced by any guest as a result of animals having been present in a property.

- **Confirmation of Booking.** When you are sent confirmation of booking on receipt of the Reservation Form and deposit, you are then fully liable to pay the balance of the cost of the holiday, notwithstanding that this balance is not due for payment until no later than 6 (six) weeks prior to the agreed arrival date. If balances are not received in full by this date, Eildon Melrose reserve the right to cancel the holiday without notice and without refund of deposit. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email. By paying the deposit for your booking you hereby also agree to our Booking Conditions.
- **Cancellation.** If you need to cancel a booking for any reason we ask that we be notified by telephone or e-mail immediately and if initial contact is made by telephone it must be confirmed in writing within five days. Eildon Melrose will make best endeavours to re-let where cancellation is notified in writing. In the case of a successful re-let, the balance (70% of the total cost) on the holiday will be waived or refunded, less a £75 admin fee. Any and all refunds will always have the £75 admin fee deducted plus any relevant card payment fees that have been paid by Eildon Melrose. Deposit payments (30% of total cost of booking) are non-refundable and will not be refunded under any circumstances. Once a booking is confirmed and payment is made, the dates of the booking cannot be changed by the customer. If Eildon Melrose agree to make requested changes to your booking (e.g. changing the dates of your holiday) you will be required to pay £75 per change.

Eildon Melrose reserve the right to cancel any booking in any event where this is deemed necessary. Where this relates to a guest's breach of the Booking Conditions (or any other behaviour that is deemed unacceptable and unresolvable) whilst staying on site, Eildon Melrose reserve the right to ask the guest to leave and no refund or compensation will be payable (the guest will still be liable for the cost of any damage caused). In the event that Eildon Melrose decide

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to cancel a booking before commencement of the booking then Eildon Melrose will provide a full refund of the money paid for the booking. No further or additional compensation will be due.

- **Cancellation Insurance.** Because of your responsibilities and liability in the event of cancellation, we cannot stress too strongly the advisability of taking out cancellation insurance in respect of your holiday.
- **Adverse Travel Conditions.** Travel to Scotland can occasionally be disrupted due to bad weather (i.e. snow in winter). Where there are plane, road or rail disruptions due to weather conditions, technical fault/break-down or any form of industrial action, we cannot be held responsible for non-arrival and, in these circumstances, no refunds will be given. For driving in Scotland in the colder months, winter tyres are recommended.
- **Travel Restrictions.** Where travel restrictions are imposed by government or any other 3rd party, for example during a pandemic, which prevent you from being able to use your booking, Eildon Melrose cannot be held responsible and no refunds will be given. Guests should ensure their cancellation insurance provides cover for this. Guests who cannot reach Eildon Melrose Holiday Cottages and Log Cabins because of international, national or regional travel restrictions imposed by government will be offered alternative dates. To be clear, this does not apply to guests who are not allowed to travel because they have covid-19 and are self-isolating or to guests who are having to self-isolate due to a close contact (we recommend taking out cancellation insurance to cover this). In this instance our normal cancellation policy will apply.
- **Parking.** Our cottages have limited parking space for one standard vehicle only in front of each. Our log cabins have parking spaces for two standard vehicles only. There is some additional space for parking on site if needed. Please let us know in advance if you are bringing a larger vehicle or if you require additional parking spaces. Larger vehicles, including large disabled vehicles, must not be left outside the cottages other than for boarding and discharging. We ask that you park your vehicles with consideration for other visitors and do not obstruct their views from the cottages. No caravans or camping are allowed on site. While our holiday lets are situated in an area of very low crime, vehicles, accessories and content are left at their owner's risk. We will not be responsible for any loss or damage or any injury to persons caused by others.
- **Conduct.** The person booking the holiday is responsible for the conduct of the whole of his/her party during the holiday. In particular, it is expected that the best possible consideration is given to the enjoyment and privacy of other visitors and residents on the property at all times and that excessive noise or disturbance is avoided. All guests must treat people with respect and not act in a

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way which is abusive, rude, violent, destructive, menacing or harassing towards any member of the community in which Eildon Melrose is situated.

- **Smoking & Vaping.** There is no smoking or vaping allowed in any of the cottages / log cabins. The management kindly request that guests smoke/vape outdoors away from the front doors, and that cigarette ash and butts are disposed of carefully and not littered on the site. Ash trays can be provided on request.
- **Candles.** To minimise the risk of fire, candles, tea lights and ethanol burners are not allowed in any of the cottages or log cabins.
- **Hot tubs.** During extreme weather with wind speeds in excess of 40mph hot tubs will not be available to use as they will need to be secured by strapping lids/chimneys down etc to avoid damage.
- **Property.** All property belonging to visitors is at the risk of the owner of such property including, but not limited to, any car or its contents. Guests must secure the holiday cottage or log cabin they are staying in whenever leaving the property (apart from final departure morning when guests will be asked to follow instructions provided on arrival).
- **Accuracy of Literature.** We make every attempt to keep all information on our website (and 3rd party websites) as accurate as possible. However, please be aware that occasionally facilities may be altered or withdrawn for reasons outside our control. For example, damaged items will be replaced as soon as possible but photos on our website may not be updated immediately. Confirmation should be requested in writing if there is any particular detail or facility that is important to you. When you make a booking, you accept that minor differences between text/photos/illustrations on the website and the actual property may arise.
- **Occupancy.** Where two person occupancy discounts are offered, this is based on two people sharing one bedroom. The two person occupancy discount is not available where more than one bedroom is used. The maximum number of persons occupying the cottages and log cabins must NOT exceed the number stated in the brochure/website or agreed in writing by Eildon Melrose. Sometimes it may be possible to accommodate an extra person, and in such cases an additional charge will be payable by arrangement.
- **Holiday Cottages Heating** In our holiday cottages central heating is provided by our biomass boiler which is on 24 hours a day and controllable by thermostat in the cottages. The cost of this is

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included in the cottage price. All rooms in the cottages also have electric heaters in them as a back-up.

- **Log Cabin Heating** In our log cabin, central heating is provided by an air source heat pump which is available 24 hours a day and controllable by programmable thermostats in each room. The cost of this is included in the price. There is also a wood burning stove for which a generous amount of firewood is provided. There is also a log fired hot tub in the garden for which a generous amount of firewood is provided. At the beginning of your stay in the log cabin the log store at the side of the cabin will be filled up. An initial supply of matches, kindling and firelighters will also be provided. Additional logs, kindling, matches and firelighters are available to purchase on site or can be purchased locally.
- **What the booking includes.** Your booking secures the use of the property and all its facilities for the agreed rental period. Bedding and towels are provided but we kindly ask that guests bring their own outdoor/beach/dog towels if required. **The rent for the holiday cottages (not log cabins) includes 20 units per night of electricity which will cover normal electricity use at most times of the year.** This is simply to encourage economy as there are electric heaters in all rooms (in addition to the central heating) which use a lot of electricity if left on all the time. This is all explained in more detail on arrival and if guests have any queries or concerns regarding heating or electricity they can contact us for more information. **Any electricity used above the agreed amount will be charged at cost (Approx 41p per unit) and is payable on departure.**
- **Electric Vehicle Charging.** Electric vehicles should be charged at our local service station in Tweedbank (1.7 miles) where there are 7 rapid chargers (post code TD1 3DJ) and not at Eildon Melrose without permission.
- **Lost property.** If property is left behind in your accommodation, we will do everything we can to return the item, however we cannot be held responsible for loss or damage.
- **Complaints Procedure.** In the event of there being any cause for complaint concerning the accommodation please tell us promptly so we can try to resolve the problem as soon as possible. If you do not give us the chance to put right any problems within our control, we will not be held responsible for the problem. We will not be responsible for complaints made to us if you have not followed the procedure set out above. Any dispute, claim or other matter which may arise in relation to your booking will be governed by Scottish law and you agree that any dispute will be dealt with exclusively by the courts of Scotland.

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- **Holiday Use Only.** The property is rented as a holiday let and is therefore not an assured tenancy or Private Residential Tenancy in terms of paragraph 6 of schedule 1 of the Private Housing (Tenancies) (Scotland) Act 2016. The hirer shall use the accommodation solely for holiday purposes and acknowledge and agree that no statutory periodic tenancy will arise when booking ends.

