



Terms & Conditions July 2020

Bookings can be made through our website's payment portal where you can also check our availability. Alternatively, you can email enquiries@tarbertharrissselfcatering.com or contact Janina or David on +44 (0)1859 530224 who will be happy to help.

A deposit of £100 is payable when booking. The balance is due no later than 4 weeks before the commencement date of the holiday. If the booking is made within 4 weeks of the commencement date of the holiday, then the full amount will be due on booking. Payment must be made in full before entry into the cottage.

In the event you need to cancel your booking, please notify us immediately by phone or email. In such cases the deposit will be forfeited. If the cancellation is made less than 4 weeks prior to the commencement of the rental period, the total rental fee will be forfeited. We therefore recommend that you secure holiday cancellation insurance to cover the cost of your holiday.

Similarly, if you are not able to travel to Harris due to ferry or plane disruptions we cannot be held responsible for non-arrival and no refunds will be given.

In the unlikely event that the cottages become unavailable due to reasons beyond our control, all monies will be returned in full. In this event, we will not be liable for any loss, expense, inconvenience or further cost.

Throughout our high season there is a minimum stay period of 3 nights. During the low season our minimum stay period is 2 nights and not subject to specific arrival and departure dates.

During high season, entry is at 4pm on the day of arrival. Guests are asked to leave by 10am on the day of their departure to allow enough time for housekeeping to ready the cottages for the next guests. If you need any other check-in or check-out times, please contact us to discuss and we will endeavour to meet your needs.

In the unlikely event that you develop symptoms of COVID-19 whilst you are with us, you will be unable to travel home as planned (Government regulations state that you must not use public transport if you are suspected of having the virus). We will permit you to extend your stay for the period of isolation required by the Government at the same nightly rate as you paid in your original booking.

We may need to cancel your booking at short notice due to COVID-19 (e.g. for outbreak on the island, return to lockdown, or the guests before you having to self-isolate). If our other cottage is available then you will be offered that, if not then we will try to find similar alternative accommodation for you, but cannot guarantee this will be available. In

such cases, our liability to you will be limited to returning all monies received by us for your booking (or moving your booking plus money paid to another suitable date).

Guests must vacate the property at the end of the hire period.

Price includes internet access, electricity, heating, bed linen, towels and amenities

We encourage guests to recycle as much waste as possible. Bins are provided to allow waste to be separated.

Smoking is not permitted inside the property.

Pets are not permitted.

The number of persons occupying the cottage must not exceed 2.

The cottages are let on condition that they are returned, at the end of your stay, in the same condition that they were found on arrival. We ask that the cottages are left clean and tidy on departure and any damages should be reported before you leave. We reserve the right to make a charge for any extra cleaning necessary.

The owner reserves the right to enter the property at all reasonable times for the purpose of inspection and repair.

We cannot accept liability for any injury, accident, damage or loss, whether to person or property including cars.

We make every effort to ensure that you have an enjoyable stay. If, however, you have cause for complaint, we would like to take action as quickly as possible. Please therefore advise us of any problems during your stay so they can be investigated quickly. In no circumstances can compensation be made for any complaints that are made after the let has ended.

Agreement to these terms and conditions is assumed when you make full payment for your booking.