Vale Apartment Short Term Let Terms and Conditions

No.8 Vale Apartments, 80 Main Street, Alford, AB33 8AA

License No. AS00085F

These Terms and Conditions ("Terms") apply to all bookings for The Vale Luxury Holiday Apartment ("the Property"). By paying a deposit/payment in full , the guest ("you", "the guest", "the Lead guest") are confirming that you have read and agreed to these Terms and Conditions

1. Booking and Payment

1.1 A booking is not confirmed until payment of the required deposit(as specified at the time of booking) has been paid. The balance of the payment must be paid no later than 7 days before arrival. If payment is not received, the booking may be cancelled without refund of the deposit.

1.2 The lead booker must be at least 21 years old and be responsible for all members of the party.

1.3 A refundable security deposit of £100 will be required ahead of arrival. This deposit covers damage, loss, breakages and excessive cleaning. The deposit will be refunded within 7 days provided no deductions are necessary.

1.4 A booking can be declined at any time without reason.

2. Check-in and check-out

2.1 Check-in time is 3.00pm. Checkout-is 10.00am. Early check-in or late check-out may be available on request but is not guaranteed. Contactless ckeck-in is available via a lockbox. The lockbox code will be sent 24 hours before check-in along with directions

2.2 Guests must follow the provided check-out instructions. Return key to lockbox, lock all windows and doors. Switch off all appliances lights etc (apart from fridge and router), take care of rubbish. Lost keys may incur replacement charges.

3. Use of Property

3.1 The Property is for holiday accommodation and not for parties, gatherings or events, commercial use or illegal activities.

3.2 Maximum occupancy is 4 guests. Additional guests will invalidate insurance and will contravene the terms of the Short Term Let License agreement. Additional guests will be immediately asked to leave and bookings may be cancelled with no refund given.

3.3 Only guests included in the booking may stay overnight.

3.4 No subletting or transferring the booking is permitted.

3.5 The guests must keep the property, furniture, fixtures, and appliances in good, clean condition. Excessive cleaning may incur a charge.

4. **Noise and Neighbour Consideration**

4.1 Please respect neighbors at all times. There are family members in the apartment directly above and whilst the sound insulation is very good, consideration should be shown at all times especially during the hours of 11pm to 7an=m.

4.2 Excessive noise, nuisance or disruptive behavior may result in early termination of stay without refund.

4.3 Occasionally there may be noise from neighbours in the apartment block, although this is rare. Please address any issues with noise through myself in the first instance.

4.4 The property reserves the right to terminate the stay of any guests whose behavior is deemed unsafe, disruptive, or in violation of these terms. In such cases no refund will be given.

5. **Pets**

5.1 Well behaved dogs may be permitted with prior approval.

5.2 Pets must not be left unattended in the property at any time.

5.3 Guests are responsible for cleaning up after their pet and for any damage caused.

5.4 Pets are not permitted on the beds or furnishings.

5.5 Additional cleaning fees may apply.

6. **Smoking and Vaping & Candles**

6.1 Smoking or vaping is strictly prohibited inside the Property.

6.2 Evidence of indoor smoking may result in an additional cleaning fee or/and forfeit of deposit.

6.3 Use of candles or naked flames inside the Property is not permitted. Torches are provided for emergency use.

7. **Damage. Loss and Liabilities**

7.1 Guests must report any damages or breakages immediately.

7.2 The lead guest is liable for any loss damage or additional cleaning resulting from the stay.

7.3 The property accepts no responsibility for loss or damage to guests personal belongings.

7.4 Guests use the property and its facilities at their own risk. The host cannot be held responsible for accidents, injuries or illness that occur at the property.

8. **Cancellation Policy**

8.1 Cancellations must be made in writing by the lead guest.

8.2 It is strongly recommended that the guests take out their own private travel insurance as the cancellation policy below will be adhered to strictly.

8.3 The following charges apply unless otherwise stated in your booking confirmation.

- More than 30 days full refund minus deposit unless dates are resold.
- 7-30 days 50% off total booking unless dates are resold by host.
- Less than 7 days no refund unless dates are resold by host.
- No shows or early departures are non-refundable.
- Security deposit will be returned regardless of timing of cancellation.

9. **Utilities, Internet & Appliances**

9.1 Reasonable use of electricity, heating and water included. Excessive use may incur charges.

9.2 Internet access is provided for guests convenience but may be subject to service interruptions.

9.3 The guest agrees not to engage in unlawful online activities using the Property's internet connection.

10. **Parking**

10.1 A single private parking space is available at the Property but may be subject to availability.

10.2 Vehicles and their contents are left at the owners own risk.

10.3 Strictly no charging of electric vehicles. The use of 'granny chargers' and extension cables combined with the Scottish weather will cause an unacceptable increase in fire risk for yourselves and other people living in the building.

11. **Owners Responsibility**

11.1 The property will be maintained to a high standard.

11.2 The Property is clean and tidy at the start of your holiday period.

11.3 The property complies with all applicable laws and regulations.

11.4 The host will respond to any issues and complaints during your stay in a timely way.

12. **Unforseen Closure of Property, Emergency Access**

12.1.1 In such circumstances guests will be notified as soon as possible and a full refund will be issued. No other compensation will be payable however.

12.1.2 The host reserves the right to gain access should emergency repairs be needed, notice will be given where possible. Routine maintenance will be scheduled between guests.

13. **Events beyond Control**

13.1 The host does not accept liability for circumstances beyond their control e.g weather events, labour disputes or strikes, acts of terrorism or war, loss of public utilities, natural disaters, pandemics.

The host, strongly recommends that guests take out travel insurance which will hopefully cover much of the above. The host will provide all the necessary paperwork needed by your insurance company, should the need for a claim arise.