

ISLAY65 LUXURY SELF CATERING

TERMS & CONDITIONS

Making a Reservation

Our web site incorporates an on line reservation and card payment facility.

Alternatively you can use the online link to *check availability* and/or contact us directly for further information and/or to make your reservation if you prefer that method, either by email at info@islay65.co.uk or by telephone at +44 (0)7462 887 765

Please leave a message if by chance there is no reply when you call. We shall get back to you quickly. We respond to emails within 24 hours.

Payment Due When Making a Reservation

For bookings made more than 42 days before arrival a 30% deposit is payable at the time of booking, to be paid into our bank account within 7 days. Full payment of the outstanding balance, including the refundable deposit, should be paid into our bank account at least 42 days prior to arrival.

Bookings made within 42 days of arrival should be paid in full into our bank account at the time of booking. The refundable deposit is then fully payable at the time of booking.

Failure to comply with these requirements shall result in the booking being cancelled/not accepted.

Refundable Deposit

A refundable deposit of £250 is required over and above the letting fee to cover costs relating to breakages, damage and return of the cottage in an unclean condition. This also applies to failure to comply with our COVID-19 protocols. In particular any failure to keep the house clean and/or not to comply with our requirement that bedclothes be stripped and deposited in zipped bags (supplied by us) in the entrance lobby and/or not to bag and deposit all rubbish and recyclables in the appropriate outside bins shall be subject to a minimum penalty of £100. The refundable deposit shall be returned within 7 days of completion of the let in full or in part as applicable.

Withholding of any part of the refundable deposit to cover breakages shall be discretionary. We do not charge for minor breakages. Damage to the cottage and furniture and any penalties resulting from failure to comply with our COVID-19 protocols shall be fully chargeable, also if exceeding the amount of the deposit. An administration fee shall also be charged.

Cancellation

If cancellation is made more than 42 days before arrival, your deposit will be retained unless an alternative booking can be arranged. If cancellation is made within 42 days of arrival, the full booking amount (less the refundable deposit) shall be retained unless an alternative booking can be arranged. If in either situation an alternative booking can be arranged your deposit/full payment shall be returned less a 10% charge (of the full payment) in both instances for administration.

It is recommended that you take out travel insurance to cover cancellation costs.

COVID-19: Isolation

Guests who, prior to check-in at Islay65, are displaying symptoms of COVID-19, or are asymptomatic but have been diagnosed as having the Corona Virus (SARS-COV-2), or who have knowingly been in contact with anybody who has or is isolating from the Virus, and should themselves be in isolation, are not permitted to enter Islay65. They should remain at or immediately return home and go into isolation in accordance with government guidance.

Guests who, after check-in at Islay65, develop symptoms of COVID-19 or are asymptomatic but have been diagnosed as having the Corona Virus (SARS-COV-2), or who have been advised that they have been in contact with anybody who has or is isolating from the Virus, and should therefore themselves be in isolation, are not permitted to remain in Islay65. They should immediately check out and return home and go into isolation in accordance with government guidance.

If any guest, already checked in, has developed acute symptoms, has breathing difficulties, or their life is at potential risk, they should seek medical help immediately. Information on how to do this is displayed in the entrance lobby of Islay65.

We regret that we are unable to cancel subsequent bookings or offer free accommodation should a guest develop acute symptoms and/or are unable to return home to isolate. Guests are advised to take out travel insurance to cover such risks. Notwithstanding this, we shall of course provide such assistance as we can.

It is understood that if anyone staying in Islay65 contracts the virus or finds that they should be in isolation, they will immediately inform the Owner John McNeill at 07462 887765 (email jmcneill@islay65.co.uk) and the Housekeeper whose contact details are displayed in the entrance lobby. Departing guests should lock all doors and deposit the keys in the key-safe at the entrance or through the letter box into the entrance lobby.

COVID-19: Cleaning & Sanitizing & Airing Protocols

A hand sanitizing station is provided in the front door entrance lobby. One of the two sanitizing materials provided is non-alcohol based and the other is alcohol (minimum 70%) based. Guests are requested to sanitize their hands every time they enter the house from the street.

To prevent contamination it is preferred that guests use house shoes when within the house and leave their street shoes in the trays provided in the entrance lobby and at the kitchen back door.

Surface cleaners and sanitizers with cloths are provided in the cupboard under the kitchen sink and in the utility room. Toilet cleaner is provided in the bathrooms. Liquid soap dispensers are provided in the bathrooms, kitchen and main bedroom.

To minimize cross contamination when cleaning, dedicated colour coded cloths are provided for each area within the house. As an example the codes could be red for the bathrooms, blue for the kitchen, yellow for the utility room and green for all living areas and bedrooms. These colours may change but the applicable colour code for any area will be apparent. Guests are requested to adhere to the relevant colour codes and not use the incorrect cloth in any area.

To protect themselves and our staff from the virus, guests are requested to regularly wash their hands and to keep work surfaces, furniture surfaces, floors, light switches and door handles clean & sanitized throughout their stay. The correct procedure is 'First Clean then Sanitize'. One sanitizer is clearly labelled 'food safe' and one is not. Only the 'food safe' one should be used in the kitchen.

To ensure a good rate of air exchange guests are requested to air the house as much as possible by leaving windows open, when in the house at least. The upstairs windows can be left open using a tilt mechanism and these windows can be left open in this position when guests are not in and should be left open in this position on departure. Downstairs windows to the rear of the house do not open in this fashion and should be closed and locked when guests are not in and on departure. Downstairs windows to the front of the house do not open but have air vents above each window. Vents should be left in the open position.

COVID-19: Cross Contamination Protocols

A key-safe is located at the front entrance. This will contain the front and rear door keys to the house. Guests will be advised of the pin code to open the key safe prior to their arrival. On departure guests should lock all doors and deposit the keys in the key-safe or through the letter box into the entrance lobby. Guests should not interfere with the pin code settings or at any time leave the key-safe open or unlocked. To lock the key-safe the flap should be shut and a random pin code entered. The weather flap should then be shut to ensure protection from the elements.

It is highly preferred that no physical contact be made between guests and the Housekeeper or Owner. Should guests be staying for an extended period where interim changeovers be required guests should prearrange a day and time and absent themselves from the house for the entire period of the changeover. See also the next paragraph.

On the morning of departure and, where applicable, the morning of interim changeovers, guests are requested to strip the linen (sheets, pillow cases & duvet covers) from all beds in the bedrooms they have used and to deposit these together with all personal hand & bath towels, kitchen & bathroom hand towels, dish towels and bath/shower mats, in the plastic zipped bags provided. The zips should be closed and all bags deposited in the entrance lobby at the foot of the stairs.

All non-recyclable rubbish should be bagged in the black bin bags provided, and deposited in the appropriate general waste wheelie bin located immediately outside the brown wooden gate of the walled garden.

All recyclable material (excluding glass) should be cleaned, and deposited in the appropriate recycling wheelie bin located immediately outside the brown wooden gate of the walled garden.

All glass (bottles, jars and similar) should be cleaned and deposited in the glass recycling containers located outside the parking area at the rear of the property – exit the black iron gates, turn left onto the Back Road, take the first right after about 40m and the recycling are is 30m ahead.

No rubbish or recyclable material should be left in the house or out with the bins or containers provided.

COVID-19: Risk Management

We point out that our sole goal is to manage and minimize any risks related to possible spread of the virus and we must accentuate that compliance with our COVID-19 Protocols is mandatory for all guests.

Guests are therefore also subject to a minimum £100 penalty if noncompliant, in addition to any resulting costs.

Information Required

At the time of your booking or enquiry we ask you to provide the following information.

- Full name, contact address, contact telephone number and email address.
- Preferred/required dates.
- Number of adults and children in the party.
- Special requirements, if any.
- Ferry/flight arrival time, if known.

Guests wishing to bring pets (dogs) should consult Islay65 in advance to ascertain suitability and acceptance prior to making their reservation. There are space restrictions and not all types and numbers of dogs can be accepted. See 'Pets' below. We regret that we cannot accommodate other types of pets.

Letting Periods

Direct online booked letting periods are for a minimum of 2 days year and for a maximum of 7 days. Longer periods are most certainly possible but you should contact us directly regarding that.

We have incorporated a 2 day close-out period between lets to reduce the risk of cross contamination. We therefore do not accept bookings for 3 days or less in advance unless they slot naturally in between already let periods.

Entry is from 16.00 and departure by 10.00. Early entry and late departure and luggage drop-off are not normally possible so you should first enquire. Please let us know your anticipated check-in time before you arrive and your planned checkout time before you go.

Unforeseen Circumstances

In the event of it being necessary, due to exceptional and unforeseen circumstances, for Islay65 to cancel your reservation prior to your arrival, a full refund will be paid. Islay65 can take no responsibility for any related expenses, which might be incurred.

In the event of it being necessary, due to exceptional and unforeseen circumstances for Islay65 to terminate your reservation after your arrival, Islay65 shall try to find alternative equivalent accommodation. Should this not be possible, a full refund shall be made. Islay65 can take no responsibility for any related expenses, which might be incurred.

We again recommend that you take out travel insurance to cover your holiday.

Accidents

Islay65 can accept no responsibility whatsoever for any injury, loss or damage sustained to any person or their property whilst staying at Islay65.

Holiday Let

This let is for a **holiday let** solely for the purpose of the guests' holiday. It is **not** an assured tenancy.

Cleaning and Breakages

It is expected that the cottage will be returned at the end of the let in the same clean state and condition as it was received at the start of the let. Reasonable wear and tear and minor breakages are excepted.

The guests are asked to keep the cottage and garden in a clean and reasonable condition at all times. We ask guests to promptly report breakages and damage if occurring in case it is necessary to replace items for your stay or prior to the arrival of the next guests.

Any non-minor breakages, damage or losses incurred during their stay are the responsibility of the guests and will be charged accordingly at cost plus administration fee following departure.

The amount of charges for which guests may be liable shall not be restricted to the amount of the refundable deposit.

Alterations or additions to the property or furnishings are not permitted.

Excepting the garden stools and deck chairs provided, no furniture should be taken into the garden. Garden furniture and bath/hand towels should not be removed from the property.

Nuisance

Tenants are not to do anything on the property, which might cause nuisance to neighbors or to the general public.

Occupancy

The property is let as a holiday residence for up to a maximum of 6 persons. Guests are not permitted to assign, sublet or share occupancy of the property. The maximum number of persons stated as paying guests shall not be exceeded. The use of the property and/or its facilities is strictly limited to paying guests only.

Entry to Landlord

Guests shall permit and afford full entry to 'Islay65' and/or their agent at all reasonable times (at all times in emergencies) to view the property for any proper purpose, including the checking of the guests compliance with their obligations in this agreement.

Bank Interest Rate

Bank interest at 4% above base lending rate shall be charged for any outstanding payments in excess of the refundable deposit related to damage caused by guests to the property during their tenancy.

Insurance

'Islay65' shall insure the property and the contents of the property, which belong to 'Islay65' as scheduled in the inventory. Tenants are advised to ensure that they have adequate insurance cover for their personal belongings.

Pets

Small pet dogs are in principle welcome but acceptance by Islay65 is dependent on size, temperament and numbers. The acceptance of pet dogs should be agreed in advance with Islay65, prior to making your reservation. We regret that other types of pets are not accepted.

Where pet dogs are accepted by Islay65, it is taken that guests shall supply their own related bedding and food/drink receptacles and ensure that the pets are clean and louse free.

Pets are not permitted on any of the furniture or in the bedrooms.

Any damage to the cottage and furnishings or requirement for extra cleaning input by our housekeeper shall be charged at cost plus administration fee.

Smoking

Smoking is not permitted indoors. Smoking in the walled garden is permitted as long as cigarette stubs are disposed off carefully and not discarded.

Parking on Back Road

The back road is relatively narrow and there is a blind summit close to the gates on one side with a neighbor's house on the other. Guests are kindly requested not to park on the back road or to obstruct the black wooden pedestrian gate, which is used by the neighbors to access their rear garden.

Refuse Bins

The refuse (green) wheelie bin is located in the gated area to the rear of the walled garden. As overloading may necessitate that the bin be emptied in the intervening period between council collections, guests are requested to ensure that all waste deposited is securely bagged in proprietary sealed refuse bags. These are provided in the kitchen.

The recycling (blue) wheelie bin is located in the gated area to the rear of the walled garden

Paper & Glass Recycling

There is a recycling center some 70 meters from the rear gates which accepts paper and bottles. Guests are asked to recycle as much waste as possible.

Bed Linen and Towels

Bed linen, individual bath and hand towels are supplied. Hand towels, dish towels and bath/shower mats are provided in the kitchen and bathrooms as applicable. Beach towels are not supplied. Bath and hand towels should not be removed from the cottage.

Electricity and Heating

The supply of electricity for cooking and lighting and operation of the media equipment during your stay is free as is the provision of heating from the oil fired central boiler. The central heating is controlled from a thermostat in the lounge area.

Water is heated via the central heating boiler. There is also an electric immersion heater but this should not under any circumstances be used.

Head Room

The original cottage is very old and ceiling heights are relatively low on the ground floor. In particular the (original) front doorway and the lower part of the staircase have restricted headroom and taller people should bear this in mind. With due care headaches can be avoided. No responsibility is taken for injury to guests.

Step

The ground floor level of the extended house is 170mm higher than the ground floor level of the original house. There is therefore a single step to be negotiated when passing from one to the other. The step is obvious but should not be forgotten. To avoid accidents, remember the step!! No responsibility is taken for injury to tenants or guests.

Springy Floors

The floors of the two upstairs bedrooms are very old and supported off the original 1880's timber beams. They are therefore very springy.

To avoid overloading of the beams, it is not permitted to jump up and down on the floors or to act in any manner, which might cause damage. The floors and beams have survived intact in their present form for some 130 years. With due care they should survive for another 130.

Cactus Plants

The cottage has a great deal (some might say a plethora) of cacti plants adorning the ground floor windows. These, together with the two oil lamps, are a feature of the cottage and ensure that it can always be recognized, even on dark moonless nights.

The cacti in the ground floor window recesses should not interfere with the operation of the roller blinds.

Guests are asked to take pains (ouch!!!) to avoid damage to the cactus plants.

Operation of Front Upstairs Windows

There is no guard provided to prevent objects (or people) falling out of the first floor windows if fully open. To prevent this, opening of the upstairs windows fully by turning the handle through 180 degrees is not permitted. Opening of the upstairs windows to tilt position by turning the handles through 90 degrees is permitted.

Operation of Front Downstairs Windows

The front downstairs windows are permanently locked. The windows have adjustable air vents which provide ventilation. Any damage resulting from guests attempting to unlock or force the windows open shall be charged at cost plus administration fee.

Scottish Law

These terms and conditions and the agreement thereof shall be governed by and construed in accordance with the law of Scotland and the parties submit to the jurisdiction of the Scottish Courts.