

TERMS AND CONDITIONS AT ISLEBEBYTHESEA

****PLEASE MAKE SURE YOU ARE IN AGREEMENT WITH THESE TERMS AND CONDITIONS WHEN YOU BOOK WITH US, AND TO ENSURE OUR TRANQUIL COUNRTYSIDE SHEPHERD HUT IS THE RIGHT TYPE OF PROPERTY FOR YOU****

Check in is available from 4pm until 8pm. Access will not be granted after this time. If you are running late, contact your host to make them aware. Sorry but early check in cannot be taken. Your host will make themselves available at the time you specify for arrival. If you have booked the hot tub, be aware, late arrival means your host may not be available to carryout the hot tub induction on check-in night. REFUNDS ARE NOT ISSUED IF YOU DO NOT CHECKIN-IN WITHIN THIS WINDOW.

Check out MUST be by 10 am. Late checkout impacts on us getting the premises ready for our next guests and will incur a charge of £20 per half hour.

Cancellations are only refunded if they comply with the conditions of the cancellation policy stated when you made this booking. Cancellations out-with the policy conditions are not refundable. Please ensure you are adequately insured to cover the eventuality where you need to make a late cancellation. As a small business we cannot and do not offer this insurance.

In the event a 'no-show' or if you have to leave early, we do not offer any refund.

In the event of cancellation by us, our liability shall be limited to the return of the monies paid to book this accommodation only, minus any charge we make.

THIS IS A QUIET CROFTING VILLAGE, AND NOISE CARRIES, ESPECIALLY WHEN IT IS QUIET AT NIGHT. GUESTS MUST CAUSE NO UNDUE NOISE, ANNOYANCE OR DISTURBANCE TO NEIGHBOURS. NO OUTSIDE MUSIC, SHOUTING OR LOUD NOISE. NO LOUD INSIDE MUSIC. GUEST MUST BE QUIET OUTSIDE FROM 9PM TILL 9AM. PARTIES ARE NOT PERMITTED HERE.

Guests must not be intoxicated when they stay at IsleBebytheSea. As alcohol/drug consumption increases risk of accidents, can cause antisocial behaviour and may have legal repercussions.

IsleBebytheSea takes no responsibility for loss, damage, or injury to you or any of your party or property. We recommend that you have adequate travel insurance to cover this. We take no responsibility for loss of services, such as internet, water and electricity when it is outwith our control. Inform us of any loss of service as soon as possible and we will contact the appropriate provider to try to resolve.

TRAVEL INSURANCE: YOU ARE STRONGLY ADVISED TO TAKE OUT TRAVEL INSURANCE FOR YOUR STAY, SO YOU CAN HAVE PEACE OF MIND THAT YOUR COSTS WILL BE COVERED, SHOULD YOU NEED TO CANCEL, OR YOUR HOLIDAY IS DISRUPTED FOR ANY REASON. We are not liable to refund you for disruption.

Smoking / Fire: Absolutely no smoking is permitted in IsleBebytheSea or within the property boundary. No naked flames / candles are allowed in the property.

Chinese lanterns or fireworks are not permitted on this premises as they frighten or may hurt animals and may damage property.

The named booker must personally stay at the accommodation throughout the holiday and is solely responsible for the whole party. No more than the stated number may stay at the property. No visitors allowed.

This is primarily a working croft with barbed wire, electric fencing, machinery, deep ditches and large animals. Please respect this and act responsibly and ensure others in your party do so too.

This is a residential crofting village, with sheep, cows, dogs, cockrels, horses and tractors, boats, and sometimes children playing in the area, you must accept you will have some of these countryside noises.

If you hurt yourself within our property perimeter, please advise us in writing immediately.

EXTRA FACILITIES/EXPERIENCES:

Bookings you wish to make for extra facilities e.g. hot tub/therapies, are made through our website www.islebebythesea.co.uk only. Therapy will be with independent professionals and will have separate terms.

Our hot tub is a 'Lay z Spa' domestic system soft tub, and it is maintained as such. You can have use of this only if you book it with us and we confirm. Please be aware the hot tub is chlorinated and its use will be dependent on chemical balance, temperature and mechanical function. This is all checked by us daily. Hot tub use is for over 16 only and requires your signed compliance with the terms of use issued at induction. No use permitted before induction. Hot tub must be used inline with the terms, used responsibly, you must not exceed 1 hour at a time, or after 10.30pm. No bubbles after 9pm as the noise encourages shouting. Alcohol should not be consumed before or during hot tub use.

If EXTRA FACILITIES/EXPERIENCES cannot be provided by us, an alternative may be offered or you will be offered a refund of EXTRA FACILITIES/EXPERIENCES only. If you do not attend, if you are late or do not need/ cannot use EXTRA FACILITIES/EXPERIENCES, we do not offer refunds for them.

****YOU MUST LEAVE THIS PROPERTY AS YOU FOUND IT****

Ensure to take all reasonable care of IsleBebytheSea and its contents, you must leave it clean and tidy and free from strong odors. All items including towels to be used at this property only, they must not be taken off the property. Report to us any damages, losses or breakages as they occur. We will charge as shown in the table below if the property is not left in a satisfactory condition, to cover the cost to repair, repeated deep clean or replace the item.

- Extra accommodation cleaning required - £30 per additional hour taken.
- Professional service needed to address any problems caused by guest - £ dependant on damage.
- Repeat washing load required - £10
- Loss of business from closure of the hut needed for extra clean or repair - daily rate as paid (If we need to make charges, photos/explanation can be supplied by us to show why the charges are being made. If needs be, the relevant agencies will be made aware.)

Sorry but IsleBebytheSea is currently not accessible for wheelchair users as it is accessed via 2 steps. Good mobility is required to access the top bunk. Please ensure only toilet paper is flushed down the toilet! Please use the recycling bin provided under the sink. Please do not litter on the premises. • Please make sure heating and lights are switched off whenever you leave the property (including the outside lights).

EV charging - Unfortunately, we do not allow this from the hut due to insurance issues, so please do not attempt to do this. This service is provided in Stornoway.

As this is a working croft with associated hazards and risks, we do not take bookings with children or pets in this accommodation.

IMPORTANT INFO RE COVID 19 AND OTHER ILLNESSES:

Unfortunately, we cannot allow you to stay in the accommodation longer than your booking. If in the eventuality where your stay must be extended for any reason, you will be liable for the cost of this including any other guest cancelations we incur.

Extra information from us is stated in your welcome emails. This information is part of your terms. If you object to this information, let us know ASAP, as failure to comply with the terms means your booking is compromised.

WE RESERVE THE RIGHT TO ENTER THE PROPERTY AT ANY REASONABLE TIME.

WE RESERVE THE RIGHT TO ASK GUESTS WHO ARE NOT OBSERVING THE TERMS & CONDITIONS TO LEAVE WITHOUT REFUNDS AND WITH IMMEDIATE EFFECT.