

Eastwood House, Dunkeld

TERMS AND CONDITIONS FOR SELF-CATERING RENTALS

Period of Let

Lets commence at 4pm on day of arrival and terminate at 10am on day of departure, unless specifically agreed otherwise. The property is let for holiday purposes and only to the persons named unless agreed otherwise. The house and grounds cannot be used as a venue to host events unless agreed in advance.

Booking and Payment.

A booking is accepted following receipt of a 25% deposit payment. The balance of the hire charge shall be payable 6 weeks before the commencement of the letting period. If the balance is not received by this date, the Owners will be entitled to re-let the property and the Hirer will forfeit the deposit. For bookings made less than 8 weeks in advance, full payment is required at the time of booking. In addition, a refundable good house keeping deposit of £500 is required payable with the balance of the hire charge. This will be returned in full if no additional charges are incurred and the house is returned as per the Hirers obligations. Payments can be made by bank transfer. Payments from overseas should be for the full invoiced amount. Any bank fees deducted from payments will be deducted from the good housekeeping deposit held.

Cancellations

Should the Hirer wish to make a cancellation, the Owners will seek to re-let the property for the hire period. If successful in doing so, a full refund will be issued. If not, **the deposit will be forfeited by the Hirer**. If the cancellation occurs less than 6 weeks prior to hire and we are unable to re-let for the period, then the entire hire charge will be forfeited by the Hirer. Hirers are strongly advised to take out a Holiday Cancellation Insurance Policy.

Availability

If the property cannot be made available for the period booked due to events beyond the Owners' control and the Owners are forced to cancel the booking, the hire charge will be refunded in full and the Hirer will have no further claim against the Owners.

Services

Electricity and gas is included in the hire cost. A supply of coal and wood will be left free of charge. Additional coal or wood can be purchased locally or from us at a cost of £5 per bag. The following complimentary essentials will be provided to get you started.

- 3 Baskets of logs (additional logs available at £5/bag)
- 3 Buckets of coal (additional coal available at £5/bag)
- Sack of kindling
- Salt & Pepper
- Olive oil
- Washing up liquid
- Toilet roll (starter amount only so don't forget to bring more)
- Dishwashing tablets and all cleaning products
- Bin bags

There is a convenience store, deli and butcher in the village of Dunkeld or several large supermarkets 15 miles away in Perth for topping up on everything you will need for the rest your stay. Tesco devier to the house.

Number of Persons using the Property

The number of persons occupying Eastwood House should **not exceed 18 adults/children and up to 4 additional children (a total of 22)**. If the maximum number of occupants is found to exceed the permitted number, the Owners will be entitled to request the Hirer to immediately leave the Property. The Hirer will not be entitled to any refund of the hire charge in these circumstances. **Parking at the**

house is limited to 9 spaces in order to maintain access for emergency services. Caterers coming to the house should be approved in advance. If you are having a special event at the house this should be agreed in advance and guest numbers confirmed at this point. **The total guests using the house for events are limited to 30 (additional charges may apply)**, this includes any guests staying at the house and the number of cars is still limited to 9.

Suitability of Hirer

The Owners may decline to hand over Eastwood House if the Owners have justifiable grounds to believe that the Hirer or any of the persons included in the booking contract are not suitable to occupy the Property. If any booking is cancelled for this reason the hire charge will be immediately refunded to the Hirer. The Hirer will not be entitled to any compensation or damages for cancellation of the booking for this reason. **Eastwood House is not available for hire for Hen or Stag parties without prior arrangement. The house is not available to groups where the majority of guests are under the age of 25.**

Complaints and Problems

Should there be any problem or cause for complaint during or after the letting period, please contact the Owners who will endeavour to rectify the problem.

Hirer's Obligations

The Hirer will; take good care of the Property and its contents and leave the Property and its contents in a clean and tidy condition (charges will be applied if the property is not left as found. For guidance see separate departure check list); inform the Owners of any damage or breakages and pay the Owner at the end of the booking for any breakages or damage to the Property and its contents caused by the Hirer (reasonable wear and tear excluded); allow the Owners (with or without workmen) access to the Property at reasonable times and on reasonable notice (other than emergencies) for inspection purposes and to carry out any repairs or maintenance (routine maintenance and repairs will not be carried out during the booking); not cause undue noise or disruption or become a nuisance to the occupants of any neighbouring properties; not use the Property for any purpose other than that of a private holiday residence (unless otherwise agreed); not alter the Property or its contents or remove any contents from the Property; return all sets of keys to the Property in accordance with the instructions given to the Hirer; not use any flammable materials or fireworks in or on the Property; keep the Property secure during the booking; and comply with any specific in any instructions in the Property.

Smoking

Smoking inside the house is not allowed and this includes the covered rear corridor. If this is not observed, the full security deposit will be withheld for cleaning of curtains and carpets to remove the smell of cigarettes. If smoking in the gardens, please dispose of cigarette ends in a bin, not on the ground.

Dogs

At no time should dogs be left unattended in the house or be allowed on soft furnishings and beds. There are two bedrooms where dogs are permitted. Please check on arrival. Dogs must always be kept under strict control and must not be allowed to roam the gardens unaccompanied. The Hirer is responsible for removing all dog excrement from the Property and failure to do so will result in deductions from the good housekeeping deposit.

Liability

The Owners shall have no liability for any death, personal injury, damage or loss of personal property.

Injury, Loss or Damage

The use of the property and its equipment is entirely at the Hirers risk. The Owners do not accept responsibility for injury sustained by the Hirer and/or a member of his or her party, nor for loss or damage to their belongings including motor vehicles.

Trampoline

The trampoline is provided for use by children only and is used entirely at your own risk. We ask that children are always supervised and only one child at a time is allowed on. It is **not** to be used by adults at any time.

Contract of Hire

This Contract of Hire is between the Hirer and The Owners of Eastwood House. Receipt of payment will confirm your booking and your acceptance of these terms and conditions. You must ensure that ALL members of your party understand and comply with these terms and conditions. A legally binding contract has been entered into. The Owners reserves the right to demand the immediate departure of any Clients who fail to comply with these Terms & Conditions and for conduct deemed to be detrimental to the property. All information on our literature and website are believed to be correct but we cannot accept responsibility for any unforeseen changes, errors or misunderstandings and we reserve the right to alter or amend the facilities we offer.

EASTWOOD HOUSE NOTES

General

- Departure is 10am.
- No smoking in the house please. This includes the covered back lane to the house.
- Wi-Fi is strongest in the games room, TV room and dining room. The WiFi password is shown on the bottom of the router.
- We're on a septic tank so nothing other than toilet paper should go down the toilets. Sanitary bags and bathroom bins have been provided.
- Please don't stick anything up on the painted walls. Blue-tack on doors, door surrounds etc. is OK but please ensure that it is all removed on your departure.
- There is bathroom cleaning equipment in the cupboard at the end of the long bedroom corridor.
- There are books, DVD's, magazines, toys and games throughout the house for your use and enjoyment. Please do not take these from the house and return them to their original location when you leave.

Fires & Heating

- All open fires and the stove downstairs can be used but please **don't light any fires in the upstairs rooms.**
- When lighting the fire in the front room you need to have a piece of broadsheet newspaper at hand to cover over the fireguard to help it draw or there's a chance you'll fill the room with smoke.
- The stove in the hall is **wood only** and it's very important to remove the handle when it's on as it will burn and potentially catch fire. Do not place anything on top of the stove as it will burn and damage the stove finish.
- Candles are provided throughout the house but please do not leave lit candles unattended at any time.
- The heating is on from 6.30am to 10.30am and 3pm to 11.30pm. During winter months the heating will remain on during the day. All radiators are set at 2 but please feel free to change them to suit.
- There is a free supply of logs, coal and kindling in the downstairs kitchen corridor. Additional logs and coal are available and are located in the covered back lane beside the back door to the Butler's Pantry. It is charged at £5 per net of logs and £5 per bag of coal. There is an honesty box located beside the fuel and we would be grateful if you could leave payment here. **Please do not take wood directly from the wood stores in the gardens.** This wood is our private supply and seasoning for future use.

Kitchen & Dining Room

- Table mats for the dining room table are in the sideboard under the big mirror. Extra protection is required on this sideboard if you plan to place anything hot on it as it marks very easily.
- The Aga is set between 3 and 4 but if using all ovens and hotplates notch it up a bit to 5. Please make sure it's turned down again to 3-4 after use or the Aga will overheat and trip out. If this does happen, please let us know and we will relight it for you. The heating control knob is quite delicate so make sure you only turn it gently between 3 and 5 at a maximum.
- Rubbish needs to be sorted for recycling and there are labelled bins in the kitchen. When these are full, they can be transferred to the correct outside bin - blue lidded bin for clean recyclables, green lidded bin for general landfill waste and brown lidded bin for food waste. All these bins are outside the door at the kitchen end of the downstairs kitchen corridor. Unfortunately, we do not have a glass collection service so please dispose of this at the facility in the North Car Park in Dunkeld or take it away when you leave.
- Please leave a note of any breakages.

Gardens

- If you are here with your dog(s) please do not let them roam free and unattended in the gardens. We would ask that they are always supervised and that all fouling is cleaned up immediately, well wrapped and disposed of in the bin labelled for dog waste.
- The trampoline is provided for use by children only and is used entirely at your own risk. We ask that children are always supervised. The trampoline is moved out of use in the winter, Oct to March.
- Please don't let off any fireworks at Eastwood.

If you need help with anything during your stay, please call us on 01350 727447 or 07966 159154

EASTWOOD HOUSE DEPARTURE CHECKLIST (Please depart by 10am unless otherwise agreed)

We hope you have enjoyed your visit to Eastwood House. We would be grateful if you could leave the house as you found it with the exception of general cleaning and vacuuming which we will take care of. The following notes will hopefully be helpful in keeping your departure tidy up straightforward. Please let us know if we can help you with anything at any time.

Many thanks, Cat & Alex

General

- Remove any banners, balloons, own flowers etc. (leave flowers supplied by us)
- Take away all glass recycling - there is a facility in the north car park in Dunkeld
- Clean out ashes from fires & stove if used
- Please return furniture to the correct location if moved about during your stay
- Please turn radiators down to the frost setting * and close all windows

Bedrooms & Bathrooms

- Please strip beds and leave linen on the bed in the room - pillow cases, duvet cover & sheet only
- Please turn bedroom radiators down to the frost setting * and close all windows
- Please empty the bins in both bedrooms & bathrooms

Kitchen & Butler's Pantry

- All crockery, glassware, cooking equipment to be washed and returned to correct cupboards/drawers etc.
- Ensure that all appliances and worktops are clean
- Empty and clean out the waste bins
- Take away all personal food items & leave a note of any breakages

Gardens

- Return all tables, chairs, benches, sun shades, toys and games to their original locations
- Remove all rubbish from grounds
- If used, please clean and return the barbecue to the garden WC
- If used, please clean out the fire pit at the garden bar area