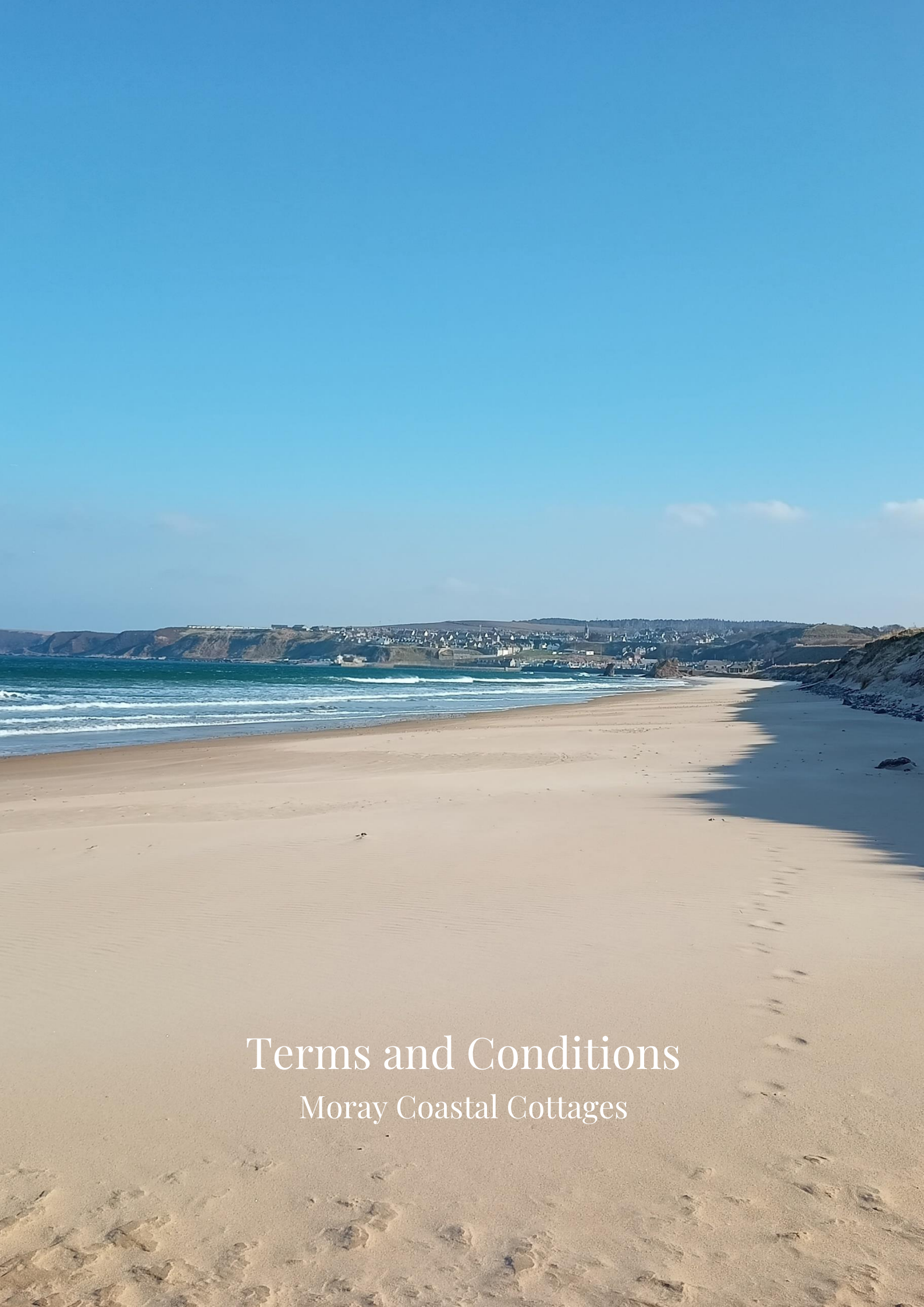




Terms and Conditions

Moray Coastal Cottages

Welcome!

Your contract is with for us the property known as 61 Seatown, Cullen / 18b New Street, Portknockie. References to “you” or “your” are references to the person making the booking and all members of the holiday party.

These Booking Conditions form the basis of your contract with us, so please read them carefully. Nothing in these Booking Conditions affects your normal statutory rights.

Your Booking...

When booking online, the deposit and balance payments can be paid via bank transfer. Please note your initial deposit is only refundable until full payment has been made. After this, your deposit will not be refundable.

You will receive an email confirmation from us regarding your booking. You should carefully check the details of our confirmation and inform us immediately of any error or omissions.

Payment

20% deposit is required to secure the dates, with the balance due 8 weeks before arrival.

Cancellation

If you need to cancel/amend after full payment has been made, we will only refund if we are able to secure a replacement booking, and your initial deposit will not be refunded.

If, in the unlikely event, that we need to cancel/amend your booking, we will refund in full, any monies that you have paid to us.

Pets

The property is pet friendly, however dogs shall not be left unattended, and should not be permitted on the furniture. Dogs shall not be allowed to wander unattended outside, and all mess to be cleaned up.

Accommodation

You can arrive at your accommodation from 3.00pm on the day of arrival. You must leave by 10.00am on the day you depart

Your Obligation

You agree to leave the property in a clean and good condition, and as you found it

You agree not to cause damage to any part of the property, or to cause a noise or nuisance to any neighbouring properties.

No parties are permitted, including Stag & Hen parties

We would appreciate if you could inform us of any minor breakages, eg. wine glass, coffee cup etc. Any substantial damages must be reported and paid for prior to your departure.

You agree to take all necessary steps to safeguard your own personal property, no liability will be accepted for loss or damage to such property, except by our negligence.

We suggest that each member of your party is covered by travel/holiday insurance.

If you bring your pet, you agree to abide the house rules. No pets are permitted on any furniture or upstairs, and should not be left unattended unless left in a secure dog crate.

The accommodation is strictly no smoking or vaping.

Electric and Gas utilities are included in the rental cost, but electric vehicles must not be charged from the electrical supply within the property. Electrical charging points are available locally.

Complaints

Every effort has been made to ensure you have an enjoyable and memorable holiday. However, should you have any cause for complaint, it is important that you contact us immediately, to ensure a speedy resolution.



Have a Query?

For more information, please contact us on

Tel: 07768 644399 / 07795 101719

stay@moraycoastalcottages.co.uk