



## **TERMS & CONDITIONS**

### **July 2022 v1**

#### **Use of the Premises**

Occupancy of the property is for the purposes of a holiday let referred to in paragraph 6 of schedule 1 of the Private Housing (Tenancies) (Scotland) Act 2016. You undertake to use the property solely for its purpose as a self-catering property and to accept the Owner's right to refuse access to the accommodation to any person in the party deemed unsuitable.

#### **Refunds**

We are able to refund cancelled bookings at least 7 days prior to arrival. In the event of late cancellations or no-shows, we do not offer any (either full or partial) refund.

#### **Number of Guests**

Occupancy of the property is restricted to 2 adults. We reserve the right to refuse entry and charge You an additional fee should this condition not be observed. We reserve the right to ask any guest or visitor to leave whose conduct is believed to be detrimental to the Premises or disruptive to others and no refund will be due.

The responsible person making the reservation must be at least 21 years old at time of booking.

#### **No Smoking**

Smoking is strictly prohibited at this property. Removal of smoke odours in buildings is extremely difficult and we reserve the right to evict any guest who we suspect is smoking or drug taking in our property. Charges will be made to the guest to cover costs of any cleaning, deodorising and any loss of future rental revenue, which may occur as a result of smoking within a property.

#### **BBQ**

You agree that you will not use the Premises for lighting of fires, candles, barbecuing or the construction of fire pits.

#### **Dogs**

Dogs are not permitted at this property.

#### **Damage, Loss and Breakage**

You agree to notify us of any damage, loss or breakages immediately. If, as a result of the damage, loss or breakage, We are unable to re-let the Premises, We reserve the right to charge You for any consequential losses incurred. The pod will be inspected after departure. We will notify You in writing if any damage, loss or breakage is discovered at the end of the Letting Period. You are responsible for the actual costs of any breakage or damage found in the accommodation along with any additional costs that may result. We reserve the right to refuse admission to any guest for any just reason. We reserve the right



to evict offensive persons. No refunds will be made. We reserve the right to invoice for damages.

### **Right of Entry**

Sometimes it is necessary to gain entry to the property (for example to allow tradesmen to carry out emergency repairs). We will always try to give notice before gaining access but we reserve the right to enter at any reasonable time without notice should the need arise, but will try to do so at times which are convenient to you.

### **Complaints**

It is important to us that you enjoy your holiday and every effort has been made to ensure this. However, in the event of any concerns with your property, we will want to take action as soon as possible. It is essential that you contact us if any problem arises so that it can be resolved as soon as possible. It is extremely difficult (and sometimes impossible) to sort out difficulties unless told promptly. Under no circumstances will any refund be considered if we have not been given the opportunity to rectify any problems during your stay. Regrettably we are unable to accept any complaints that are raised after departure.

### **Vehicles**

Please note that vehicles are parked at their owner's risk and The Pod Over By accept no responsibility for any damage caused whilst on site.

### **Electricity and Heating**

Please turn lights, panel heater, underfloor heating, chargers, electrical devices etc off when not in the pod and on your departure.

### **Check-in/out**

Guests are welcome to arrive between **4pm–10pm on check-in** day and must **depart by 10am** on the morning of departure. We ask that guests don't arrive early so we have time to prepare.

### **Cleaning**

On Departure you agree to leave your accommodation tidy and undamaged. We expect guests to observe a basic level of cleanliness during their stay. The kitchen area including dishes should be left as found on your arrival. If the pod is left in an unfavourable state, you may be subject to an additional cleaning charge.

### **Extras**

There is a Nespresso coffee machine in the pod and we provide coffee pods.

### **Wi-Fi/Mobile signal**

The pod has Wi-Fi. We cannot be held responsible should the broadband signal become unavailable, for whatever reason. There is 4G EE mobile signal at the pod.



### **Towels/Bedding**

Towels are provided for your stay but please bring your own swimming/beach towels should you require them. Bed linen is provided.

### **Beds**

The pod has a small double bed in it.

### **Parking**

Please park in the designated area at the pod. Please reverse park into space allocated at pod as this makes exit easier. We have shared access with the farmer who visits the adjoining field daily. Thank you.

### **Please respect the Farmers**

There may be sheep and cows in the field surrounding the pod at certain times of year. Please respect the animals and do not try and approach or feed the animals. Dogs are not permitted, please read in the FAQ section of the website. Thank you.

### **How to contact us during your stay**

Please contact us by phone, message or email: [thepodoverby@gmail.com](mailto:thepodoverby@gmail.com)

Contact numbers are available in the guest book situated in the pod.