

Terms and Conditions

Payments

Payments can be made using the following cards:

- Visa Debit / Delta, Maestro / Switch / Visa Credit & Mastercard – no charge.
- Unfortunately we do **not** accept American Express.

Booking terms

- A non-refundable deposit of £15 per property booked is required when making your booking
- Full booking balance must be paid by the day arrival

Cancellation by the Holidaymaker

- **If you need to cancel your booking and have booked directly with us through our website please email us to request a cancellation on info@araucariacroftskye.co.uk**
- **If you booked through an Online Travel Agent like Airbnb or [booking.com](https://www.booking.com) please log in to the site you booked with and cancel through them.**
 - In the event of a cancellation, the £15 **deposit is non-refundable** and the following scale of charges will apply
 - If the booking is cancelled less than 14 days before arrival then a charge equal to 50% of the stay will be made
 - If the booking is cancelled less than 3 days before arrival then a charge equal to the full booking amount will be made
 - In the event of a no show or booking reduction (after arrival date) the full cost of the booking will be charged

We recommend you take out holiday cancellation insurance.

Cancellation by the Property Owner

- The property owner will endeavour to make sure the stated property is available for the dates contracted.
- In the unlikely event the property becomes not available and the property owner has to cancel the booking, the property owner will endeavour to find the holidaymaker suitable alternative accommodation on Araucaria Croft.
- If suitable alternative accommodation cannot be found, the holidaymaker shall be entitled to a full refund.
- The property owner shall only be liable to return the monies received. No compensation or consequential losses shall be paid.

Arrival and Departure Time

- Guest are able to check in from 16:00 on the day of arrival. If the property is ready earlier for you, you will receive a message on the day of arrival letting you know that your property is ready earlier for you.
- The property must be vacated by 10:00 on the day of departure.
- Late departure will result in an additional charge being made.

- Information about keys and how to collect them will be provided 3 days before arrival.

Number of Guests

- The maximum number of people entitled to stay at each property is 2 (+ 1 child under 2 for Blossom Cottage and Blossom Folly only)
- Only those people named on the booking form are entitled to stay.
- If it is found that more people than agreed are using the property, this will be considered a breach of contract and the holidaymaker and his/her party will be asked to leave immediately without any refund.
- Sub letting or assignation of the let is prohibited.

Children and Infant Cots

- Blossom Cottage and Blossom Folly can accommodate 1 child (under 2 only due to the requirements of our licence) in addition to two adults at no extra charge.
- **Our 3 cabins do not accept children.**
- We can provide a travel cot if required at no additional charge, please let the owner know at the time of booking. Please bring your own travel cot bedding as this is not provided.

Pets

- Blossom Cottage welcomes 1 well behaved dog, please advise if you will be bringing a dog at the time of booking.
- All pets must be house trained and the number and type of pet must not exceed what was agreed at the time of booking, otherwise a breach of contract will be deemed to have taken place.
- Pets must not be left unaccompanied in the property at any time and must not be allowed on the beds or furniture.
- Please also be aware that the garden is not fenced, and dogs must be kept on a lead for walks in the surrounding area due to local cattle.
- The holidaymaker shall be liable for all damage caused by his/her pet or any pet belonging to the holidaymaker's party.
- A charge will be made for any additional cleaning required.
- The property owner cannot be held responsible for any accident or injury to a pet during their stay.
- **We do not accept dogs at any of our other properties.**

Smoking

- Smoking is allowed outside the properties only. Please dispose of your butts safely and in a bin.

Parking and Electric Car Charging

- Parking for all guests is available on site outside each properties and is free of charge.
- We do not allow Electric Car Charging from our properties as we do not have a safe dedicated unit.
- Electric Car Charging is available in Dunvegan Car park and at Dunvegan Surgery.
- You can use the Charge Place Scotland App to locate other charging sites across the island and for your journey. <https://chargeplacescotland.org>

Wi-fi & Mobile Signal

- Fibre Broadband is available in Blossom Cottage and Blossom Folly.
- The Hideaway, The Coach House and The Beach Hut do not have wifi, but most guests get a good 4G signal with Vodafone and O2.
- There is also free wifi available in The Dunvegan Cafe and The Old School Restaurant in Dunvegan, and also in many places across the island.
- Whilst we do get good coverage with Vodafone in Roag, please remember that mobile phone service can be patchy across the island so plan ahead as much as possible.

Eating Out

- There are several places to eat out in Dunvegan (a 5 minute drive away).
- We would recommend The Old School Restaurant and The Dunvegan for a relaxed evening meal.
- A full list of places to eat out across the island are sent to you along with your booking information.
- It is advisable to check opening hours and book in advance, especially in peak season.
- There is also a great vegan fruit and veg shop (The Fruit & Nut Shop) in the village and a village store (Fasgadhs) where you can top up with most groceries.

Accessibility

- Blossom Folly is fully wheelchair accessible.
- Blossom Cottage has one small step between the kitchen and the rest of the house.
- Our cabins are not suitable for wheelchair use, and have steps to navigate to get into the cabin.
- There are no hand rails in any bathrooms.

Liability

- The property owner takes no responsibility for the personal possessions of the holidaymaker or the holidaymaker's party.
- Vehicles and possessions are left entirely at the risk of the holidaymaker.
- Children must be supervised at all times.

Cleaning

- The holidaymaker and party are asked to treat the property as they would their own home and at the end of the holiday the property to leave it in a clean and tidy condition.
- The property owner retains the right to make an additional charge for cleaning should the property need any additional cleaning over and above a standard clean.

Damage Policy

- The guest is liable for any damage howsoever caused to the allocated property or property caused by the guest or any persons in the guest's party during their stay.
- The property owner reserves the right to retain the credit or debit card details of the guest and charge or debit such amounts as it shall in its sole discretion deem fit on the said card(s) to compensate or make good the loss, damage, costs or expenses incurred or suffered by the property as a result of the aforesaid, although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for.
- The holidaymaker should make every effort to keep the property, fixtures and fittings and all contents in the same state of repair and condition as at the start of the holiday.

- Any accidental damage or breakages should be reported to the property owner prior to departure, to give us time to rectify the damage before the next incoming guest.

General

- This is a legally binding contract between the property owners, Keith and Katyana Ranicar and the holidaymaker. The property owner is also referred to as "we" and "us".
- The holidaymaker is the person who signs the booking form or, in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".
- The property referred to being the unit booked on Araucaria Croft Skye, Roag, Dunvegan, Isle of Skye, IV55 8ZA.

Miscellaneous

- Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.
- The property owner reserves the right to enter the property, at a reasonable time, in the event of an emergency or remedial repair work being required.
- The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.
- The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.
- The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

Complaints

- Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owner immediately it becomes apparent, thereby giving the property owner the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.
- The property owner will make every endeavour to rectify any identified problems as soon as is reasonably possible.

Short Term Letting Licence

- Short Term Letting Licence number: HI-30586-F