



Booking Terms and Conditions

- 1. Payment:** Largo Cottages requires payment of a non – refundable deposit of **15% of the total holiday cost or £100 whichever is greater** to confirm a booking.

The full balance is due by no later than 55 days prior to the start of your holiday. If the balance is not received in full by the due date, Largo Cottages reserves the right to cancel the holiday without notice and without refund of the deposit.

When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

- 2. Cancellations:** Please inform us immediately by telephone or email if you must for any reason to cancel your holiday. Cancellation by telephone must be confirmed in writing within five working days.

Notification in writing of a cancellation at least 8 weeks in advance will only result in the loss of your deposit. If you cancel within 8 weeks of your arrival the following cancellation charges will apply:-

- 4-8 weeks prior to arrival: 50% of the total holiday cost.
- 2-4 weeks prior to arrival: 75% of the total holiday cost.
- less than 2 weeks prior to arrival: 100% of the total holiday cost.

- 3. Adverse Travel Conditions:** Bad weather can often affect travel plans. Homelands cannot be held responsible for the non-arrival of guests in the event of plane, road or rail disruptions due to adverse weather conditions,

technical faults/ breakdowns or any form of industrial action. No refunds will be given in these circumstances.

4. **Holiday & Cancellation Insurance:** We strongly recommend that you take out your own holiday & cancellation insurance or consider taking out booking protect, information on which can be provided on request.
5. **Arrival & Departure:** The lodges will be available for check in from 3pm and check out is 10.00am on day of departure.

The keys to your cottage will be left in a key safe, the code to which you will have received with your confirmation documents please return the key to the keysafe on your departure.

We cannot be held responsible for properties not being ready should you arrive earlier than the stated check-in time.

Please ensuring that your lodge is clean and tidy prior to your departure. Should the property be left in an unreasonable condition or there is significant damage we reserve the right to charge you the extra costs required to rectify the situation.

6. **Help and Assistance:** Should you require any assistance or information, we are available by phone on 01333 360301 or by e mail at info@largocottages.co.uk. In the event we are on holiday or away for some other reason we will leave the name and contact number of our local caretaker in the cottage. They will be able to help in the event of an emergency.
7. **Pets:** Well-behaved pets are welcome by prior arrangement at £20 each per week. The number of pets noted on the individual property page must not be exceeded. We reserve the right to charge a fee of up to £200 for a deep clean if there is evidence of pets on the furniture or around the lodge.

If you do bring your pets with you it is a condition of booking that you respect a few simple rules:

- Do not leave your pet alone either in the house or in the garden at any time.
- Do not allow your pet on the furniture.
- Do not allow your pet into the bedrooms and on the beds.
- When you leave please ensure you have removed all traces of pet hair from the cottage.

- Please do not allow your pet to toilet in any garden / yard areas.
8. **Linen / Laundry:** Bedding and towels are provided. Additional bedding/pillows are available on request. There is a washer/dryer for your use in each cottage.
 9. **Electricity / Heating:** No extra charge will be made for this. We ask guests not to be wasteful and suggest you keep the thermostat at 19°C or below.
 10. **Parking:** Please check individual cottage descriptions for parking arrangements. Vehicles, accessories and contents are left entirely at their owner's risk.
 11. **Smoking:** Smoking is not permitted in any of our cottages. We reserve the right to charge a fee of up to £200 for a deep clean to remove the smell of smoke from a lodge. We kindly request that guests smoke outdoors away from the lodges and dispose of all cigarette ends carefully.
 12. **Breakages and Damage:** Please let reception know as soon as possible if anything gets broken or damaged during your stay or if anything is broken or missing when you arrive. Guests will be liable to pay for any excessive damages and required repairs or excessive cleaning incurred during their stay. We cannot be held liable for a breakdown of any facility, which is beyond our reasonable control. To help keep our costs down, please leave your cottage clean and tidy when you leave.
 13. **Personal injury:** Largo Cottages will not accept responsibility for any injury or loss / damage to personal property during your stay.
 14. **Lost Property:** We strongly advise you to check and double check the lodge before checking out to ensure you have left nothing behind.

Should you still manage to forget something please contact us immediately and we will check your lodge. If we locate the lost item we will discuss with you the best way to repatriate the item to you. Any costs we need to incur to facilitate this are payable by you by BAC's. Items will not be dispatched until this payment is made. In addition, we will charge a £5 administration fee for all items sent by carrier

Largo Cottages will not accept responsibility for any items left behind, including items found and subsequently lost by a carrier.

15. **Maximum Occupancy:** The maximum number of persons occupying the lodges must NOT exceed the number stated on the website or agreed in writing by Largo Cottages.
16. **Conduct:** Please consider the enjoyment and privacy of other visitors and our neighbours.
17. **Complaints:** It is the policy of Largo Cottages to encourage and support Guests, to use the complaints procedure if they are unhappy with any aspect of our service. Should a problem occur whilst you are staying with us please inform us immediately in order to give us the opportunity to resolve the issue, this can be done by calling the emergency contact number 01333 360301 or alternative as posted in the cottage. Should we be unable to resolve your complaint immediately you must put your complaint in writing to the Largo Cottages, 28 North Feus, Upper Largo, Leven, Fife, KY8 6ER within 28 days of your departure from your chosen property quoting your original booking reference and giving all relevant information, we will acknowledge receipt of your complaint within 14 working days and reply fully within 28 days.
18. **What is included:** The booking secures the use of the property and its facilities for the agreed rental period. Bedding and towels are supplied but please bring your own towels for outdoors, the beach or your pets, if required. Wi-Fi is available, however this facility cannot be guaranteed to be available at all times due to the unpredictability of Service Providers in the area
19. **Circumstances beyond our control:** At the time of booking you will be given the name of the property reserved for you. However, Largo Cottages reserves the right to move you to another property with the guarantee that it will be of the same size or larger.

If for any reason a lodge has been rendered unsuitable for holiday letting (e.g. water damage/fire damage, break down of heating system etc.) on the date booked, we will endeavor to offer alternative accommodation or alternative dates, or offer a refund of all monies paid by the client.

20. **Works and maintenance:** At times it may be necessary for Largo Cottages staff or contractors to access the lodges for maintenance/servicing of the property or equipment etc. All work will be carried out with a minimum of disruption to guests.

21. **Wi-Fi:** Largo Cottages cannot guarantee the provision of Wi-Fi at all times due to the unpredictability of Service Providers in the area.
22. These booking conditions were published in February 2018 and supersede all previous editions.