

East Fife Holiday Homes Ltd.

Booking Terms and Conditions

Please read these Booking Terms & Conditions carefully. Your booking and payment for your short-term holiday rental constitutes acceptance of them.

CONTRACT

The contract for a short-term holiday rental shall be made between you, the client(s), and East Fife Holiday Homes Ltd, as agents acting on behalf of the proprietor(s). The Contract is only effective once the transaction has been approved by us via email or by telephone, the required payment has been received, and confirmation has been sent to you, the client(s).

BOOKINGS AND PAYMENT

The simplest and most efficient method of booking is on our website using our on-line booking system.

Bookings can, however, be made by telephone if preferred.

When submitting a booking, you will be presented with details of the total rental charges which will include a non-refundable booking fee of £25.00 plus VAT.

A deposit of 25% of the rental, plus the booking fee, will be due at the time of booking. The balance of the rental, plus any supplement (fuel, dog etc), is payable 8 weeks prior to arrival. At this time, a Refundable Damage Deposit (see conditions below) will also be charged, the cost of which will be displayed on the booking page. For bookings made fewer than 8 weeks in advance, the total amount is payable at the time of booking.

Provisional bookings can only be held up to 48 hours, and will be cancelled if not confirmed within this time.

Payment Methods

On-line bookings - We accept most standard credit and debit cards, the use of which incurs no charge.

Incorporating:



East Fife Holiday Homes is a trading name of East Fife Holiday Homes Limited, registered as a limited company in Scotland (No.SC631121).

Registered office: Bellahouston Business Centre,
423 Paisley Road West, Glasgow G51 1PZ

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🌐 www.eastfifeholidayhomes.co.uk
📍 c/o The Park, Bank Street, Elie, Fife KY9 1BW



Bank Transfers (BACS) – Please call us for details.

By Telephone – We accept card payments by telephone.

Cheques - Cheque payments are also acceptable, payable to East Fife Holiday Homes Limited. Please include your name, holiday home address and arrival date on the reverse of the cheque.

Please do not send cash in the post.

CANCELLATION

Any cancellation made by you, the client(s), for whatever reason, must be in writing or by email. On receipt of notice of cancellation, we will make every effort to re-let the property for the whole period of the booking. If we succeed in re-letting the property for the whole period, we will refund the rental paid, less the booking fee and an administrative charge of £50.00 plus VAT per booking. If we only succeed in re-letting the property for part of the period booked, we will refund an amount equal to the monies paid less (1) the rental for the period that is not re-let and (2) the booking fee and an administrative charge of £50.00 plus VAT per booking. If we are unable to re-let the property before the final payment is due, you, the client(s) still remain liable for the final payment on the due date as indicated in the Payment section. If we are successful in re-letting the property for the whole or part of the period of the booking after you, the client(s), has made the final payment, you will be reimbursed in accordance with the refund conditions above. You are strongly advised to take out a separate holiday cancellation insurance.

PERIOD OF HIRE

Unless otherwise specified (i.e. short breaks etc) rentals commence at 3pm on the day of arrival and terminate at 10.00 am on the day of departure. Weekly bookings (unless otherwise stated) will be either from Friday to Friday, or Saturday to Saturday, depending on the property chosen. Please advise if arrival time is expected to be after 5pm for key collection arrangements.

Short break bookings can be more flexible, and can be discussed when booking.

NUMBER OF GUESTS PER PROPERTY

The number of persons occupying a property must not exceed the maximum number stipulated in the brochure or website. Children over the age of 2, not sleeping in a travel cot, count towards the total number of guests.



PROVISION OF TRAVEL COTS AND HIGH CHAIRS

We recommend, where possible, that clients bring travel cots and high chairs if required, as these are rarely provided by proprietor(s) as standard. By request at the time booking, East Fife Holiday Homes Ltd can provide the use of a travel cot and/or high chair for the duration of the Let (subject to availability) at an additional charge of £15 + VAT per item.

NO SMOKING POLICY

Clients are reminded that all of the properties are non-smoking. All traces of smoking must be removed from patios/gardens etc. by you, the client(s), by the end of occupancy. Please note: An extra cleaning charge will be levied on the refundable Damage Deposit, if smoking has taken place in a property.

CARE OF PROPERTY

You, the client(s), are responsible for leaving the accommodation as you found it, tidy and organised and in a clean condition. Beds which have been used should be stripped prior to departure.

It is important to ensure that all members of your party behave in a responsible manner in relation to the property, and are considerate to neighbours. Refuse should be bagged and disposed of in accordance with instructions in the individual properties. Details of the nearest recycling centres are also provided. A charge will be levied for disposal of excess bottles and excess refuse.

We do ask clients to report accidental breakages to the office immediately and, where deemed necessary, leave payment for replacement/repairs at the end of their stay. Faults or failure with any equipment within the property (which may have been unreported by previous visitors) should also be reported immediately, in order that steps can be taken to remedy. We aim to ensure that all properties are maintained to a high standard. In the event of a breakdown, a repair/replacement shall be found/fitted within 48 hours, where possible. We cannot be held liable for a breakdown of any facility which is beyond reasonable control (e.g. breakdown or failure of any electrical equipment, facility or plumbing) or from any misuse or negligence by you, the client(s), using the equipment.

RECYCLING AND REFUSE DISPOSAL

Please come prepared to recycle refuse and follow instructions given in individual properties on how to dispose of refuse. In most cases, colour coded refuse bins are supplied for plastics, cans, paper/cardboard and household rubbish. It is important that you dispose of excess refuse at the nearest recycling centre at the end of your stay, and leave enough room in the bins for the next client(s). In very limited cases, where is no facility to leave refuse of any kind behind (due to lack of storage for bins), refuse must be disposed of by you, the client(s), at the nearest recycling centre. In all cases, please dispose of your own bottles at the end of your stay.



PETS

Only where stated are pets accepted by prior arrangement, provided they have their own sleeping bed/basket, and are not left unattended in the property. They must be house trained, well behaved, kept off the soft furnishings/beds, and exercised away from the property. Owners are responsible for ensuring that they clear up after their dog(s), both in gardens and whilst out walking in the area. In most cases, there is a £25.00 surcharge per dog per Let.

FUEL

Your rental includes the provision of heating and hot water. Where properties have wood burning stoves and open fires as a secondary form of heating, we will supply a reasonable supply of logs and/or coal and kindling as a starter pack (between 1st November to 30th April) but clients are expected to purchase more, as required - please ask our office for the nearest supplier. Where fuel is included, this is based on reasonable and normal usage using the facilities within the house, and does not cover extra appliances brought by guests such as electric heaters etc. Most properties have smart meters now and fuel consumption can be monitored.

N.B. Between 1st November to 30th April a daily gas & electricity supplement will be charged for each property. Details can be found on the on-line booking form

WI-FI / INTERNET ACCESS

Please note that in the properties where Wi-Fi/broadband is provided, this is for recreational purposes, and is not meant for business use. This service cannot be guaranteed at all times (subject to third party service providers) and the speed may vary depending on the package obtained by the owner. Neither the owner nor East Fife Holiday Homes Ltd will be held responsible, nor will compensation be given, as a consequence of loss of service or slow speed. Use of internet must be in line with family / parental protocols.

REFUNDABLE DAMAGE DEPOSIT (RDD)

A Refundable Damage Deposit is applicable to all bookings and is held in case of breakages, loss or damage to items, or any excess cleaning or refuse disposal required at the end of occupancy. This, minus any costs incurred, will be refunded to the card you used to make the balance payment, or via BACS payment (as applicable), within 7 working days of departure. If you are able to replace any broken items, please let us know before you leave.



PERSONAL INJURY & LOSS OF CLIENT(S) PROPERTY

You, the client(s), or members of your party, cannot hold the proprietor(s) or East Fife Holiday Homes Ltd responsible for injury sustained, or the loss or damage to any belongings, during your stay. The proprietor(s) accept no liability for accident, injury, loss or damage sustained by any client(s), their family, visitors, animals, vehicles or personal effects, however caused.

CIRCUMSTANCES BEYOND OUR CONTROL

If, for any reason, a property is not available, or has been rendered unsuitable for holiday letting (e.g. water damage/fire damage) on the date booked, we will endeavour to offer alternate accommodation or alternate dates, or offer a refund of all monies paid by the client. There shall be no further claim against the proprietor(s) or East Fife Holiday Homes Ltd.

Our aim is to ensure your stay within the properties we manage is relaxing and enjoyable. Should you have cause for complaint, however, please advise us immediately, and we will do our utmost to resolve your concern. It is difficult to investigate complaints of any nature once you, the client(s), have returned home. Regrettably, therefore, it is unlikely that complaints can be accepted and investigated at the end of the Let period, or after you have departed.

ADDITIONAL TERMS & CONDITIONS

In addition to the terms and conditions stated here, there may be specific terms and conditions which apply to the individual properties we manage. These will be prominently displayed in the Property Information Folders (or equivalent) within the properties, and constitute part of these general Terms & Conditions.