

Please ensure you read and fully understand these booking terms and conditions. If anything is unclear, please contact us so we can explain in further detail to avoid misunderstandings.

Bookings are subject to the following.

- A contract between you (the Guest) and Us (Sco Ruston Hall Partnership) will come into existence when payment or part payment is received and a booking confirmation is issued showing the confirmed booking dates. The contract binds you & all the members of your party. It is your responsibility to ensure that all members of your party accept the terms of the contract set out in these terms & conditions of booking. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract & loss of the booking.
- The Booking form is deemed to be any correspondence between you and us containing details that we have requested.
- Personal details will be held by us for a minimum of 12 months incorporating the period of your booking and may be used for analytical purposes. Personal details will never be shared or disclosed to third parties other than for insurance purposes if necessary and will not be used for general marketing.
- A 50% deposit of the holiday cost is payable at the time of booking. Bookings made less than 30 days before your arrival date must be paid in full, plus the £300 refundable damage deposit. (*if requested*)
- The balance must be paid no later than 30 days before commencement of your stay. If the balance is not received by the due date, then your booking will be treated as a cancellation and no refund will be given for any amounts paid.
- All cancellations must be notified in writing. If you cancel your booking more than 30 days before it is due to start then 25% of your holiday will be refunded from the deposit already paid. The remaining amount of your deposit will be forfeit. If you cancel less than 30 days before your booking is due to start, then the full balance remains due and is not refundable.
- We strongly advise that you take out comprehensive travel insurance to cover cancellations. If you choose not to then you accept responsibility for any loss that you incur due to your cancellation.
- Your booking will not be cancelled by us except in exceptional circumstances beyond our control which render the property uninhabitable. Notification will be given of the cancellation as soon as possible and we will promptly refund all payments made for your booking. Our liability for cancellation will be limited to payments made to us.
- No parties or events - the maximum number of persons using the accommodation at any time must not exceed twenty and only those listed on the booking form can occupy the property. We reserve the right to terminate the booking without notice and without refund in case of a breach of this condition.
- Bookings cannot be accepted from persons under eighteen years of age.
- We reserve the right to refuse a booking without giving any reason.
- We or our representatives reserve to right to enter the property at any reasonable time to undertake essential maintenance or for inspection purposes.
- Tenancies normally commence at 16:00hrs on the first day of your booking unless otherwise agreed and guests are required to vacate the rental by 10:00hrs on the day of departure. This allows the property to be thoroughly cleaned and prepared for incoming guests. No right of tenure is either implied or given under the terms of this contract.
- Pets are allowed to inhabit the property under close control of those persons listed on the booking form. The number of pets allowed for any booking is two unless otherwise agreed.
- Please don't allow pets onto the furniture, especially beds and sofas.

- Guests are responsible for cleaning up after their pets. Animal waste should be bagged and placed in the rubbish bin.
- Damage deposit - In making a booking you accept responsibility for any theft, breakage or damage caused by you, your pets or any member of your party and agree to indemnify us in full for any loss that we may incur as a result. A security deposit of £300 is required and will be returned within seven days of the end of your stay, less the cost of any damages or breakages.
- Damages and Breakages - please treat the accommodation and facilities with due care so that other guests may continue to enjoy them. If you notice something is missing or damaged in your accommodation, please let us know immediately so that we can take appropriate action. If there has been any breakages or damage during your stay, we would be grateful if you could report them promptly. The property will be inspected at the end of your stay and you may be charged for any loss or damage.
- Please do not move any furniture from one room to another.
- Please remove shoes upon entering carpeted areas of the house.
- Please lock the doors and close the windows when leaving the property unoccupied.
- Please make sure you switch off lights and electrical appliances when you go out.
- Please do not take bath towels outside or to the beach and do not use for pets. Towels provided in the pet area are for use on pets.
- We reserve the right to make a charge to cover additional cleaning costs if you leave the property in an unacceptable condition.
- Please note that if any keys are not returned at the end of your stay, then the cost of replacement will be charged to you.
- You may in no circumstance re-let or sublet the property, even free of charge.
- We shall not be liable for any temporary defect or malfunction of any equipment, machinery or appliance in the property.
- No compensation will be given for any temporary outage of electricity, water, internet connection or television service that is beyond our reasonable control.
- We are not responsible for the loss of any personal belongings or valuables of the guest.
- Guests are responsible for the safety and security of their children at all times. Never leave children without adult supervision.
- Vehicles are parked at the property entirely at your own risk and no liability will be accepted for any loss or damage incurred whilst at the property.
- Charging of electric vehicles from any electrical outlet is not permitted unless otherwise agreed. An additional charge may be made for this and must be agreed before commencement of your stay.
- Please respect the community and keep noise levels to a minimum, especially between 11 pm and 8 am.
- We reserve the right to terminate a stay without compensation where the unreasonable behaviour of the persons named on the booking (or their guests) may impair the enjoyment, comfort or health of others.
- Barbecue - please use the designated barbecue utensils and clean the barbecue after use.
- Candles are not allowed to be used in the house.

- Fires and fireworks are not allowed in the house or garden
- Check out- our cleaning team will arrive promptly at 10:00 am on the day of your departure. Guests are not required to strip beds or place towels in laundry. Please place any rubbish and recycling in the appropriate bins. If you leave before our team arrive lock all doors and place the front door key in the key safe.
- Lost Property - any items or personal belongings left at the property after your stay will be kept by us for a maximum of 28 days. You must inform us if you would like any items returned to you via post (which will incur a charge) or to arrange collection. Any food items will be disposed of immediately.
- Any problem or complaint which you may have concerning your stay must be immediately reported to us/ our representatives and we will endeavour to put matters right. Any complaints not reported at the time and only after you have completed a stay will not be considered.
- We reserve the right to make reasonable amendments or additions to these terms and conditions without notice.
- This property is privately owned. we expect all guests to enjoy the facilities and treat the property with the same respect that they would with their own house.