

TERMS AND CONDITIONS

Thank you for taking the time to read our Terms and conditions for your stay that you have booked. We really can’t wait to welcome you! Please take a moment to read the below, which go over a few important details such as cancellation, pets, check-in/check-out, and a few other little house keeping things.

The below is what forms a contract between you and East Coast Cabin Co.(trading name under RF Logan and Co). These Terms and Conditions are relevant to those booking through the website and any external channels such as Airbnb (if you have booked through Airbnb these terms and conditions apply but the cancellation policy through Airbnb is applicable and can be found on the Airbnb website).

NUMBERS:

The accommodation units can each take the maximum number of people stated at the point of booking on the information pages of each unit. Additional guests must be agreed in advance of booking. No parties or guests exceeding the maximum number can be accommodated within the accommodation, unless agreed directly with East Coast Cabin Co in advance.

We are unable to take bookings for stag parties, hen parties or student groups unless by prior arrangement. No parties, events or gatherings may take place at the property without prior written consent from East Coast Cabin Co.

DEPOSIT:

At the point of booking- you will be given the choice between paying the full amount now, or a deposit of 25% with the balance due 28 days prior to arrival. If you choose to pay the deposit, then you will be sent a reminder email to pay the balance 28 days prior to your arrival.

INCOMPLETE PAYMENT:

Where the balance of the payment for your Stay has not been paid 28 days prior to the start date of your stay, we will continue to send you reminder emails at appropriate intervals. If, within 10 days, the remaining balance is still outstanding, East Coast Cabin Co will be entitled to rescind the agreement, retain any deposit and claim against you for losses incurred.

CHECK IN/CHECK OUT:

"Check-In Time" for all accommodation is from **4pm**.

"Check-Out Time" for all accommodation is**10am.**

Please be aware that these times are relatively inflexible due to the time needed to change over accommodation for the next guests coming in- we hope that you understand.

The Cow Pads and Potting Shed allow a one night stay. The Beach House Elie has a 3 night minimum stay.

RATES:

All bookings include electricity, bed linen and towels (not for the mezzanine mattress in The Potting Shed).

EXIT AND DEPARTURE:

If the hirer and their group fail to exit the property by the agreed time as stated on the confirmation, additional charges will be applied, these may include charges for removal of the hirer’s belongings, collection of the said belongings, and extra cleaning charges. The property should be left clean and tidy, and any rubbish should be taken with the hirer at the end of their stay. Any rubbish left in the property or at the side of the bins will incur an additional charge for removal. The property will have information in the property folder relating to bin collections, the location of the bins, and recycling locations, any additional information can be obtained from our staff.

REFUSE DISPOSAL:

Please come prepared to recycle refuse. Please follow the instructions given in the houses on how to dispose of your refuse. In all cases please dispose of your own bottles at the end of your stay.

LIABILITY:

Whilst the East Coast Cabin Co. endeavour that the property meets required standards and the hirer’s expectations, the owners cannot accept responsibility for any alterations to the property, surrounding vicinity or amenities that affect the holiday, which are beyond reasonable control e.g  power cuts, road works, water main leaks, failure of third party services (e.g. oil deliveries or telephone/internet services) work being carried out on surrounding properties etc Nor can they accept any liability for any injury, sickness, loss, damage, additional expense or inconvenience caused by or arising out of using the Property and its appearances, plumbing, electrical or otherwise, exceptional weather conditions or the hirer’s negligence. Further, no responsibility is accepted for the personal belongings, car and its contents of the hirer or any member of the party during the holiday.

CHILDREN AND BABIES:

Children and babies must be supervised at all times. There must be a responsible adult capable of looking after children and babies present throughout the entire hire period.

DOGS AND PETS:

Well behaved dogs and pets are permitted to stay in a number of the Accommodation Units, but this must be discussed and confirmed in writing prior to arrival with the Company. Dogs must be kept on leads when not in a secure area as well as stay off furniture and carpets where possible.

SMOKING:

The Internal areas of the Accommodation are strictly non-smoking. Smoking is allowed only in open-air areas. All cigarette butts must be disposed off appropriately.

FIRES AND BBQ’S:

Fire pits and BBQs are used entirely at the guests own risk. If you bring a disposable BBQ then this must be set up in an appropriate place and not directly on any wood surface.  BBQs must be disposed of appropriately.

CANDLES:

Using candles within the accommodation is done so entirely at the guests own risk, and candles must be supervised at all times. All damage caused by use of candles will be chargeable to the guest.

DAMAGE AND EXCESS CLEANING REQUIRED:

East Coast Cabin Co. reserves the right to invoice for any damages caused to the Property of East Coast Cabin Co. that has been inflicted by you during your stay. Similarly- If you accommodation is left in a poor condition resulting in additional cleaning, repair or replacement, you may be invoiced to cover costs.

FIREWORKS AND SKY LANTERNS:

Fireworks or Sky Lanterns may not be set off at any time.

INSURANCE:

East Coast Cabin Co. strongly recommends that you take out full insurance to cover your holiday in all circumstances- from your own cancellation to Force Majeure.

DISCLAIMER:

Staying within a hut/glamping/self catering property can be dangerous. Although every care is taken in managing the various facilities, such as fire pits and heated baths, East Coast Cabin Co. cannot be held responsible for any loss, damage or injury associated with your stay with us.

THE GUEST AGREES:

- to pay for any losses or damage to the property caused or allowed by the guest.

- to take good care of the property and leave it in a clean and tidy condition on departure. East Coast Cabin Co. reserves the right to make a charge for extra cleaning if the property is not left in a satisfactory condition. Should East Coast Cabin Co. be dissatisfied with the condition of the property, he may refuse to take a booking from that guest again.

- to permit East Coast Cabin Co. and their agents reasonable access to the property

- not to part with possession of the property, or share it, except with members of the party listed when booking

- not to exceed the total number of people stipulated in the property description

- not to cause an annoyance or become a nuisance to occupants of near-by premises

- not to smoke or allow smoking in accommodation unit.

Ensure rubbish is disposed as per instructions found in the information book in each property, please also know when the rubbish collection takes place and make sure rubbish is placed for collection on these days, you can also find this information here <https://www.fife.gov.uk/services/bin-calendar>. Please do not pile any rubbish on-street.

CORONAVIRUS:

In light of the on-going global Coronovirus pandemic, as domestic and international guidance and emergency legislation changes frequently we do advise that any holiday let bookings are made at your own risk. You may also wish to take out travel insurance that will protect your holiday payment should you fall ill with Coronavirus. [Staysure](https://www.staysure.co.uk/)offer cover. We always recommend taking out travel insurance, even during non-pandemic periods.

As a company we prepare as best we can for any new restrictions that come in to force, however we also ask guests to ensure they are compliant with any new rules and we make assumptions that you know what these are before travelling, please check here for up to date advice <https://www.visitscotland.com/about/practical-information/covid-19-recovery-phases/>

CANCELLATION OF BOOKING

In the event of cancellation, notice of cancellation must be sent by email (a confirmation of receipt from our office must be obtained) or recorded delivery letter. Holiday insurance should be taken with a suitable provider.

Once a booking has been made the following charges apply to cancellation or change of accommodation:

more than 6 months prior to start of booking – 10% of deposit
within 6 – 3 months prior to start of booking – 25% of deposit
within 3 – 2 months prior to start of booking – 50% of deposit
within 2 – 1 months prior to start of booking – 100% of deposit
within 4 – 3 weeks prior to start of booking – 50% of full cost of holiday
within 3 – 2 weeks prior to start of booking – 75% of full cost of holiday
within 2 – 0 weeks prior to start of booking – 100% of full cost of holiday