



### **Terms and Conditions / Booking Information.**

When booking an apartment with innerCityLets.com you have agreed to pay small non refundable booking fee to secure your booking. The remaining balance is paid direct to the owner in line with their terms.

By booking with innerCityLets.com you are agreeing to the following terms and conditions **Specific to this apartment only:**

#### **Arrival and Departure**

The time of arrival will normally not be earlier than 4.00 pm. The time of departure is by 10.00 am.

#### **Payment (remaining balance after booking fee)**

A non-refundable deposit of 25% of the rental is payable when you make a booking. No booking shall be treated as complete until the deposit is paid. The balance is payable six weeks before the arrival date. If a booking is made within six weeks of the arrival date, the rental must be paid in full immediately. Payment must be made in Pounds GB.

#### **Party Numbers**

The total number of persons in your party must not exceed the stated capacity of the apartment.

#### **Cancellation**

Contact us immediately if you have to cancel your holiday. We will endeavour to re-let the apartment. If we are able to do so before the balance of the rental falls due six weeks before the arrival date, you will lose only the 25% booking deposit. Otherwise, you will still have to pay the balance. If we are able to re-let your holiday after the balance has been paid, we will refund up to 75% of the total cost of your holiday (so that you lose only the 25% booking deposit). Please, however, bear in mind that we may have to discount the rent to achieve a re-let, especially at short notice, and that you will have to bear the cost of any such shortfall.

#### **Holiday Cancellation Insurance**

We STRONGLY recommend that you obtain appropriate holiday cancellation insurance as events like transport or illness problems can occur and may result in the total loss of the cost of your holiday. Please note our cancellation policy in the clause above.

#### **Availability**

We will make every effort to make sure that your apartment is available for your use for the period booked. If for any reason this is not possible, we will endeavour to find you an alternative property. If we cannot do so, or an alternative property is not acceptable to you, we will refund the rental cost of your property in full. In all circumstances, our liability to you is limited to refunding the payment you made to us.

#### **Minors**

No booking will be accepted from anyone under 18 years of age or for a party of teenagers.

#### **Misconduct**

We reserve the right to refuse entry to our property to anyone who in our opinion is unsuitable to occupy the property. In such cases, the rental cost will be refunded in full, the contract shall be terminated, and we will have no further liability. If in our opinion any person is unsuitable to continue the holiday because of bad behaviour, damage to property or causing danger or significant annoyance to others, the contract will be terminated, we shall not be bound to pay any refund, and we will have no further liability.

#### **Height restrictions**

Please note that our apartments are situated within traditional and historic buildings of character but this does mean the height of the doorways in our Lawnmarket apartment is around 6 feet. The beds in our apartments also have wooden bed ends which can restrict length if guests are over 6 feet tall.

#### **General Location**

Please note that our apartments are situated in a city centre location and noise issues can occur which are outwith our control. The traditional building that the apartments are situated in have shared entrances and staircases with other apartments.

**Damage**

You will be responsible for the cost of reinstating any damage caused in the property during the period of your let. All breakages or damage must be reported immediately. Please remember that we may have only a short period of time between guests, so if there is any damage or breakages we will need to know as soon as it occurs. We shall have no liability for damage or loss to any of your belongings, unless such damage or loss was directly attributable to our negligence. We have the right to enter any accommodation, without prior notice if this is not practical or possible, if special circumstances or emergencies arise.

**Smoking**

For the comfort of all of our guests, the apartment is strictly non-smoking.

**Pets**

Sorry, we do not allow pets.

**Complaints**

Please notify us immediately of any complaint regarding your accommodation, so that remedial action, if appropriate, can be taken promptly.

**Letting Type**

By acceptance of these letting conditions, the occupants acknowledge that the property is let on the basis of Section 12(2) and Paragraph 8 of Schedule 4 of the Housing (Scotland) Act 1988, whereby the tenant has a right to occupy the property for the purpose of a holiday only and whereby there will be no security of tenure created within the terms of the said Act.

**Data Protection and Privacy Policy**

In order to process your booking and to ensure that your holiday arrangements run smoothly and meet your requirements, we need to use the information you provide such as your name, address, any special requirements, etc. If you have consented to it, we will retain your name and email address on our mailing list. We will not communicate your information to any third party without your consent and we will delete your details from our mailing list on request.