

# **Burgie House**

## **Special requests**

Burgie House is here to be enjoyed and we want you to enjoy it when you want to. If you have any special date requests we will do our best to accommodate your wishes. Special requests are harder to fulfil in the high season.

## **Booking Burgie House**

Bookings will only be confirmed on an official booking form and following the payment of the 20% deposit. Payment can be made by BACS or cheque. The booking form can be sent, faxed or emailed and an acknowledgement will be sent on receipt of a completed booking form.

If you book less than eight weeks before the holiday commencement date, it is considered a last minute booking and full payment is required to confirm booking.

## **What happens next**

1. You will receive a confirmation of booking, by email and a copy of the booking notification will be sent out to you by post along with a copy of the property particulars.
2. The confirmation letter will outline the details of your booking and will advise you when your balance payment is due.
3. The balance of payment is due 8 weeks prior to the first day of the booking. We will contact you to remind you of the approaching date. Payment can be made by BACS or cheque.
4. On receipt of the final payment you will be sent detailed travel directions to the property (including the postcode for those who wish to use satellite navigation), the key holders contact details and any other relevant information we feel you may need.
5. Your Good House keeping Deposit will be due 14 days prior to your arrival and will be refunded as per the GHD conditions within 14 of your departure. A reminder will be sent to you.

## **Payment**

All payments must be received in GBP. Payments can be made by BACS or cheque.

## **Pricing**

The current price list will run until 1/01/2011.

## **Change over day**

Burgie house is generally let from Saturday to Saturday with the exceptions of Long weekend bookings and those made by special arrangement. In coming parties are permitted to arrive from 4pm and departure by no later than 10am (unless otherwise agreed).

## **Good Housekeeping**

The £500 Good Housekeeping Deposit will be taken at the time of booking. This deposit is taken to cover any breakages or damage in, or to, the property - along with any additional costs that may result following your tenancy (i.e. extra cleaning). There may be an additional charge for significant or major damage to the property. This deposit will be repaid within 2 weeks of the last day of the booking.

*Please read our **Good Housekeeping Deposit Terms** to understand your obligations.*

## **Cancellation**

Once a booking has been confirmed, you will be liable for the whole cost of the holiday. This is why we advise that you take out holiday cover at the time of booking. Please note that some insurance carriers place stipulations on their cancellations policy. Check your policy to ensure that you are covered.

If you have to cancel and the reason is outside the terms of your insurance, we will try to re-let the property at a reasonable rental. If we are successful, we will refund you the amount achieved less an administration charge of £70.

## **Equipment**

Burgie House is furnished and equipped for the stated occupancy. A list of fixtures, furnishings and domestic equipment is available on request. Cots and highchairs are provided (but not linen for them). All other equipment remains the responsibility of the tenant during the duration of the booking.

## **Pets**

Dogs are welcome by arrangement. Details must be supplied on the booking form. Please ensure that dogs do not go upstairs or into the Drawing Room. There is a 'dog house' inside as well as a kennel outside the back door.

## **Linen**

Burgie House is supplied with linen, pillows, towels, and duvets.

## **Fuel**

Burgie House has a number of log fires. An initial and reasonable supply of firewood will be provided upon arrival. Thereafter visitors are expected to refill their baskets from the basement log room and depending on the excess use there may be a small charge for this.

## **Cleaning**

Burgie will be thoroughly cleaned between each let and it is a condition of your let that you leave the property and its contents clean and tidy. Failure to do so will automatically result in a deduction of part or all of the Good Housekeeping deposit. Daily cleaning can be arranged on request at the cost of the

tenant.

### **Short Breaks**

More and more groups enjoy a short break. Please contact us to discuss any particular 'special arrangements' you might request i.e. a Monday to Friday booking. We will accommodate these requests as best we can. Short breaks are only available during High Season if booked at the last minute.

### **Complaints**

Every effort has been made to ensure that you have an enjoyable and memorable holiday. If, however, you have any complaints we are anxious to remedy them as soon as possible. If you have immediate complaints (e.g. heating, water) you should contact us as soon as possible.

### **The Overseas Guest**

Many visitors come to Scotland to experience its extraordinarily rich and diverse heritage by visiting its impressive castles, walking in its stunning hills, sampling the finest whiskey and playing on its infamous links golf courses. By staying in Burgie House you can go one step further...

If you are bringing your family or friends over for that one in a lifetime vacation, whatever the reason, we want your stay at Burgie House to be truly memorable. To ensure that you start off on the right foot below are a few things to know and consider.

Please note that accommodation descriptions may be interpreted differently from country to country. Below you will find the generally recognised definitions for accommodation as understood by UK citizens. Please note these measurements are a guideline only and may vary slightly from property to property.

- Single bedroom: one bed (3ft wide)
- Double bedroom: one bed (4ft 6 inches wide)
- Twin bedroom: two beds (3ft wide each)
- King size bedroom: one bed (5ft wide)
- Ensuite bathroom: private bathroom attached to the room via connecting door
- Shared bathroom: a separate room that may be adjacent to, or a short walk along a corridor that is shared by the occupants of two or more bedrooms

### **Payment of Booking**

When booking Burgie House from abroad please contact us to discuss payment. The value of the payment will match the quoted GBP figures. We can give you an indication of the exchange rate

should you require. Overseas payments will need to be transferred into the bank, details of which are available on booking.

### **Electricity**

Both the wattage and the shape of electrical sockets is different in the UK. Overseas visitors will be able to use electrical appliances (hairdryer, laptop, etc.) with the help of a plug adapter. These are available from the Internet, hardware and electrical goods stores, some dispensaries and many airports. They also come in sets of adapters for more than one country, useful if the UK is not the only country you plan to travel to. Be sure to buy one with three prongs (US) if your appliance requires it. Men's electric razors sometimes require a unique plug adapter, which should be labelled as such.

Maybe obvious, maybe not: Do not attempt to plug in a US appliance into a UK socket without a plug adapter, as it may result in breakage, injury or fire.

### **Money**

Legal currency in the UK is pound Sterling (£). Please ensure that you have enough local currency during your stay to enjoy the smaller attractions or amenities that will only accept cash. The majority of supermarkets, pubs, restaurants, garages, dispensaries, and high street shops throughout the UK accept most or all the major credit cards (although sometimes surcharges may apply). The financial section of most newspapers publish the exchange rates. Post Offices in the UK now buy and sell currency as well as the leading Banks.

### **Tipping**

There is no need to tip cash at the bar in hotels or pubs, although you can offer to buy a barman a drink if you are impressed with the service. As far as tipping for meals goes, it all depends on the establishment and how you feel about the quality of the service provided. You would not be expected to tip for meals if you booked a fully catered property, although on leaving if you felt you had received exceptional service you may choose to leave a donation to be given to the staff. Some restaurants **include** a 10% service charge so make sure you check your bill. Minimum wage rules apply in the UK, which means tips supplement income rather than help provide it.

### **Further Information**

If you wish to find out more about travelling to the UK, the British Home Foreign & Commonwealth Office website is always a good place to start: [\*\*www.fco.gov.uk\*\*](http://www.fco.gov.uk)