

## **TERMS AND CONDITIONS**

Welcome to the McNeil apartment, Flat 5, 17 Simpson Loan, Edinburgh, EH3 9BF, which is owned and managed by McNeil Trust Ltd. We hope you will enjoy your stay.

We extend a warm welcome to students of Christian Science, along with family and friends who accompany them. All guests must be willing to abide by the ethics and rules of Christian Science and respect the atmosphere of the apartment during their visit. Please ensure that you have filled in an application form for Rest and Study.

Here are our Terms and Conditions relating to your booking and stay. You must be 18 years or older to make a booking. Bookings are accepted on the basis that you agree with these terms.

### **Making a booking, deposit and payment**

When you have established that your requested dates are available, we require a 20% deposit of the accommodation charges for your party to confirm your booking. If you prefer, you can pay 100% of those charges at the time of booking.

Your booking is confirmed once we have received the deposit. We reserve the right, however, to accept another booking covering your requested dates until a deposit has been received. The balance of payment must be made 21 days before arrival, or immediately if you make a booking less than 21 days before your arrival. If any remaining balance has not been paid following one reminder, we will assume that you no longer intend to stay and will consider accepting booking requests from other guests.

Normally, deposits will not be refundable in the event of cancellation. There is an exception in relation to Covid (see below).

No entry will be allowed until payment has been made.

We accept payment by PayPal, bank transfer, cheque or remotely via our card machine. Charges are quoted in UK currency. Payment by Bank Transfer: please make payments to McNeil Trust Ltd. Account number, 00215103 and sort code, 83-18-46. Please include your name in the payment reference so that we can identify the payment. Payment may also be made by cheque, payable to McNeil Trust Ltd. Please consider including a donation. This can be gift aided using the form on the website or attached here (UK taxpayers only).

When we receive your application for a rest and study stay, we will confirm details. Please check these immediately and let us know if you have any queries or changes to make.

## **Cancellation**

We reserve the right to cancel a booking if situations arise which make a stay impossible. Examples might include health and safety issues, events such as water contamination, interruptions to energy supplies, local emergencies, government-imposed restrictions, fire, flood or other events or circumstances beyond our reasonable control.

If an event occurs leading to our need to cancel your booking, we will refund in full any payments made. Please make sure that you have travel insurance as McNeil Trust Ltd will not be responsible for any additional costs such as travel costs.

Should a situation arise leading to the need by a guest to cancel, McNeil Trust will refund the balance paid for a cancellation up to 24 hours before the planned stay. (Normally, the deposit remains non-refundable: see above).

## **Covid**

If you experience Covid symptoms, and these have not been met metaphysically before travelling to the apartment, please comply with any legal requirements and guidance for testing in Scotland and where you live. The Scottish rules can be found on the Scottish Government website at <https://www.gov.scot/coronavirus-covid-19/>. If you are not allowed to travel, your deposit and any other advance payments made to McNeil Trust will be refunded.

If you experience Covid symptoms whilst at the apartment, you, and anyone staying with you, must comply with the legal requirements and guidance of the Scottish Government.

The current guidance (13 June 2022) is as follows. If you have symptoms of a respiratory infection and do not feel well enough to carry out normal activities, stay in the apartment. If you have a positive coronavirus test result, you should stay in the apartment and avoid contact with other people for five days after the day you took the positive test or for five days from the day the symptoms started (whichever was earlier) or longer if the symptoms persist. We will charge you for the additional days that you have to stay beyond your original booking.

In the event of you or anyone in your group testing positive, you must inform the Manager of McNeil Trust.

## **Guest names**

We ask you to provide names and contact details of guests. This will help us to follow any Test and Protect needs required. We will also ask all guests to sign the GDPR consent form, so that we might be in contact with you about any future offers or updates. By arrangement, other guests can be added to your party following your initial booking; if this occurs, there are further charges for each additional guest. (See Rates on our website.)

### **Duration of stay and cleaning.**

The maximum stay will normally be 28 days. For stays of more than seven days, we will need access for our cleaning contractor to clean the apartment and change bedding linen and towels. You must keep the apartment in a clean condition, any additional cleaning needs may be charged.

### **Arrival and departure**

Normally, arrivals should be after 4 pm and departures by 10 a.m. This is to give time for our cleaning contractor to clean and prepare the apartment between bookings. We need an approximate arrival time so that you can be met on arrival. If your planned arrival time differs from these times, please discuss with the Manager of McNeil Trust and we will do our best to accommodate your needs.

### **During your stay**

We will use reasonable care and skill in hosting your stay, particularly in relation to fire, health and safety, maintenance and cleanliness, local and national regulations, and owners' liabilities for property insurance. We expect you and your guests to show reasonable consideration to others in the building.

In case of need, you may contact the Manager of McNeil Trust at [contact@mcneilhouse.org](mailto:contact@mcneilhouse.org) or on +44 (0)131 337 2202.

### **Pets**

In line with the title deed conditions of properties in the Quartermile development, only one dog is permitted in the apartment. A dog may not be left alone in the apartment and must be kept on a lead in the Quartermile gardens. It goes without saying that you must clean up after your dog.

### **Damage or breakages**

If you are unfortunate enough to break or damage property during your stay, please inform the Manager of McNeil Trust immediately so that repairs/replacements can be sourced. Depending on the nature of any damage you may need to cover part or all of the costs.

### **Parking**

We provide one allocated parking space in the Underground Quartermile Carpark, space number 318, as part of the rental. Do not park in another allocated bay. You must return any carpark passes on departure. If you fail to do so the cost of a replacement pass will be charged to you.

### **Keys**

You must return keys when leaving. Lost or missing keys will be chargeable.

### **Abandoned possessions**

Very occasionally guests forget to collect all their belongings as they leave. If this occurs, we can arrange to return items for the cost of postage and packaging. Items not claimed 14 days after departure will be disposed of.

### **Personal belongings and legal**

Your personal belongings, and your vehicles or contents are left entirely at your own risk. McNeil Trust Ltd does not accept any responsibility for loss or injury to guests or their belongings during your stay. Nothing contained in these terms, however, will affect any legal rights you may have.

### **Right of entry**

We may need reasonable right of entry to the property during your stay to inspect any faults and carry out repairs. You will be contacted in advance if this need arises.

### **Privacy**

We will retain your e-mail/address details but will not share these with any third party. We may use these to notify you of future offers and updates.

**The registered office of McNeil Trust Ltd** is: 9-11 Young Street, Edinburgh, EH2 4HU, UK. **Email:** [contact@mcneilhouse.org](mailto:contact@mcneilhouse.org) **Tel:** +44 (0)131-337 2202

**Web:** [www.mcneilhouse.org](http://www.mcneilhouse.org)

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