



Please read these Terms & Conditions carefully as by booking and receiving confirmation from the Lodge Manager for a holiday you are deemed to have accepted them.

DEFINITIONS

"Booking" means the period for which you have arranged to stay at the Lodge.

"Property" means TCCL Lodge and garden area and all its fixtures, fittings and equipment. The address is 20 Horseleys Park, St Andrews, Fife. KY168RZ

"Management" means the TCCL Charity (SC023997) and Managers of the Property.

"Guests" means the persons who stay overnight in the Property during the Booking.

"Visitor" means a person a Guest permits to visit the Property during the Booking

CONTRACT

The contract for a short-term holiday shall be made between the guest and the TCCL Charity (SC023997). The Contract is only effective once the transaction has been approved via email or by telephone from the TCCL Lodge Manager, and confirmation has been sent to the guest.

This contract between the guest and the TCCL Lodge is for the purposes of a holiday and is accepted as such by both parties, to which Section 12(2) and paragraph 8 of Schedule 4 of the Housing (Scotland) Act 1988 apply, namely, "a tenancy the purpose of which is to confer on the tenant the right to occupy the house for a holiday." The guest shall not sub-let the premises or any part thereof.

ELIGIBILITY

Families of children who have been diagnosed with Cancer & Leukaemia

Families of Children who are on active treatment

Families of children who have completed treatment & up to 2 years after completion of treatment

Families of children who are receiving palliative treatment

Bereaved families who have lost a child in the last 2 years

These eligibility criterion apply to children up to the age of 18 years or up to 21 years if they received treatment under the age of 18.

We aim to offer each family who is eligible a week at the Lodge in the first 1-2 years of treatment and accommodate other eligible families. No family will be offered the Lodge more than once per year.

BOOKINGS

Bookings will begin at the earliest on Friday 4pm and end the following Friday at 11am at the latest.

Families can choose to use the whole week or any part of that week for their holiday.

Families should inform Lodge Manager at time of booking or at the latest within 2-4weeks of the holiday start date which dates they will occupy the Lodge for their holiday.

TCCL Lodge Management reserve the right to vary these arrangements to meet the most efficient use of the Lodge.

TIME OF ARRIVAL AND DEPARTURE.

Please inform The Lodge Manager 2-3 days before your arrival the time of your arrival and departure, by phone, email or text,



KEYS

You will be informed in your confirmation details where you will access the keys for the Lodge and where you should deposit these after your stay. Please DO NOT take any keys home with you.

CANCELLATION

In the event that you have to cancel, every effort will be made by us to re-allocate the Lodge to another family, so we would appreciate as much notice as possible if you need to cancel. We understand that this may be beyond your control.

NUMBER OF GUESTS PER PROPERTY

The number of persons occupying a property must not exceed the maximum number stipulated and agreed on at the time of booking. We reserve the right to terminate your stay without notice if this condition is breached. Children over the age of 2, not sleeping in a travel cot, count towards the total number of guests. Visitors are welcome but must not stay overnight, unless otherwise agreed with the Lodge Manager.

SMOKING POLICY

Guests are reminded that TCCL Lodge is strictly non-smoking to ensure the comfort, safety and health of all of our guests. A smoking zone in the garden in front of the summer house has been provided but please refrain from smoking in any other areas of the garden especially around the play equipment. A receptacle for disposal of cigarettes is provided. Please ensure all smoking related refuse is cleanly disposed of in it. Failure to comply with these Lodge rules may jeopardise any further requests for a stay at the lodge.

PETS

Pets are NOT ALLOWED in any part of the LODGE or Garden.

ITEMS PROVIDED

We provide quality bed linen, duvets ,towels, tea towels and electricity and gas.

We provide toilet rolls, washing powder, dishwasher powder, washing up liquid and all the basic cleaning items that you would require during your stay.

We provide a welcome pack of basic food items

We provide an information pack with suggestions for activities during your holiday

TELEPHONE

A telephone is available in the bottom drawer of bedside cabinet nearest bathroom of parents' bedroom. If you require to use this the plug is behind the cabinet. Please use this telephone only in emergencies if a mobile phone is unavailable to you. Local calls or calls to Ninewells Hospital & the Lodge Manager are permitted BUT other calls to any other numbers including high cost numbers, international calls or unreasonable use will be charged to you and abuse of the facility may result in refusal of a future request to use the Lodge



INTERNET/Wifi

The Lodge has Wifi and you can access this using your own equipment.

DETAILS: Bthub5-ZJTK password:c9cdf2f76c

Guests should not disclose usernames and passwords to any other parties. Guests should also refrain from making any changes to the BT hub. If there is a fault please contact the Lodge Manager who will arrange for this to be fixed.

Guests are expected to make fair use of the Lodge broadband connection and guests are obligated to refrain from downloading illegal or copyrighted material. We recommend that guests should have their own virus protection and that your children should be supervised at all times as TCCL does not accept any responsibility for inappropriate use of or inappropriate downloads from the internet. Anything downloaded by guests is entirely the responsibility of the Guest. Furthermore, Play Station video games have been provided for Guests in the Lodge, including a range of age appropriate games. It is the responsibility of the Parents to control the use age appropriate games. TCCL does not accept any responsibility for inappropriate use.

CARE OF PROPERTY

Please leave the TCCL LODGE clean and tidy on departure! We reserve the right to refuse further stays if the Lodge is left in an unacceptable condition. We do ask guests to report accidental breakages to us immediately or prior to departure. We aim to ensure that the property is maintained to a high standard and as such we would ask that all faults or failure with any equipment within the Lodge or Garden (including play equipment and bicycles) should be reported immediately in order that steps can be taken to remedy the problem. We cannot be held liable for a breakdown of any facility which is beyond our reasonable control (e.g. breakdown or failure of any electrical equipment, facility or plumbing) or from any misuse or negligence of the guest using the equipment.

The guests must leave the Lodge secure if left unoccupied during the period of let.

Disturbance to our neighbours, including excessive noise, is prohibited and along with damage considered excessive by TCCL may result in termination of your stay and the guests will be ineligible for further stays at the Lodge

The guests must permit TCCL and their agents reasonable access to the property.

Failure to comply with any of the Lodge terms & conditions. May jeopardise your eligibility to book a further stay at the TCCL Lodge in the future.

SPECIALIST EQUIPMENT FOR CHILDREN VISITING LODGE

We hold some equipment such as ramps and bathing chairs at the Lodge so please ask for these to be available during your stay.

If a child requires a specialist piece of equipment at home and has been supplied with this from the hospital, we are happy for this piece of equipment to be used in the Lodge by the family provided they have been instructed in setting it up. The equipment should be brought by the family to the Lodge at the time of their visit and set up by them in the Lodge. If there is a transport issue, then we will arrange and pay for transport of the aforementioned equipment to the Lodge for duration of stay and then back home for the child. We require at least 2 weeks notice to arrange this. TCCL Lodge cannot accept any liability for equipment brought by family being set up or used wrongly which then results in an accident or injury to child or user.



In exceptional situations we may be able to hire a piece of equipment directly and have it installed in the Lodge. This will however require set up of equipment and training of parents in use of the equipment by a trained professional either from the equipment hire company or from the hospital. If this is not possible then the arranged visit may require to be cancelled or postponed. Under no circumstances can TCCL Lodge accept responsibility to set up such equipment nor train parents in its use, other than equipment we have installed for use in TCCL lodge ourselves.

PERSONAL INJURY & LOSS OF GUEST PROPERTY

All equipment in and around the lodge including play equipment is checked regularly but guests or member of his/her party should ensure correct use of this equipment at all times. The guest or members of his/her party cannot hold TCCL responsible for injury sustained or the loss or damage to any belongings during their stay. The proprietor accepts no liability for accident, injury, loss or damage sustained by any residents, their family, visitors, vehicles or personal effects however caused.

CIRCUMSTANCES BEYOND OUR CONTROL

If for any reason TCCL Lodge has been rendered unsuitable for holiday letting (e.g. water damage/fire damage) on the date booked, we will endeavour to offer alternative accommodation or alternative dates as soon as possible. There shall be no further claim against TCCL.

We are sure that you will have a very enjoyable break with us. Nevertheless, should you any have cause for complaint, please advise us immediately so we can try and resolve the problem, as it is difficult to investigate complaints of any nature once a guest has returned home. Regrettably, therefore, it is unlikely that complaints can be accepted and investigated at the end of the hiring period or after the guest has departed.

LODGE MANAGER

During your stay please contact Biz Logan, the Lodge Manager if you have any problems

Telephone: 07764 970663

Email: lodgemanager@tccl.org.uk

TCCL Lodge Company is a registered Charity SC043006
Trustees: Dr Rosalie Wilkie (Chairperson)
Mr John Walker (Treasurer) Mrs Gaye Steel
Mrs Lindsey Alexander, Mr Murray Etherington