

Craiglinnhe Guest House

Terms and conditions

Payment information

Prices are per room, per night and include full Scottish Breakfast and all taxes. Bookings require a credit or debit card to guarantee reservations. Guests will receive confirmation of bookings by email when booking online, or by letter if no email is provided. Payment is made on departure and includes any extras or services taken during the guest's stay. We accept the following forms of payment – cash, debit cards and credit cards (Mastercard, Visa, American Express, Diners, Discover, JCB). We do not levy additional charges for credit card transactions.

Cancellation policy

In the event of a cancellation or curtailment of the original booking notified within 14 days of the arrival date, the total accommodation cost is chargeable unless we are able to sell the reserved room(s). We recommend that all our guests have appropriate travel insurance to cover cancellation charges as we do not accept liability for a guest's change in circumstances.

Check ins/check outs

Guest rooms are available from 4pm on the day of arrival. Check out is 10am. Earlier check in and check out is strictly by arrangement but will be accommodated where possible.

Children

Craiglinnhe does not have family rooms or child friendly equipment such as travel cots or high chairs and consequently does not accommodate children 12 years old and under. Those 13 years old and over are welcome but must occupy a room of their own at the appropriate room rate. All rooms are strictly double occupancy to comply with fire safety and insurance legislation. We would like to stress that this extends to small children who may occupy travel cots or share a bed with their parents under normal circumstances. We reserve the right to cancel room reservations where occupancy exceeds double occupancy.

Third Party Bookings (Agents)

Agents or third parties should reserve online by credit or debit card. We are unable to invoice and do not accept BACS transfers. Payment will be taken 4 weeks prior to the arrival date as a credit card transaction. The agent will be notified prior to this transaction. Any refunds will be minus a 5% administrative charge. No refund will be given if the reservation is cancelled within 2 weeks of arrival. Please contact us for further information.



Smoking and vaping policy

For health and safety reasons and for the comfort of other guests Craiglinnhe House is strictly non-smoking. Smoking or vaping is not allowed anywhere in the building including the entrance porch. Smoking is permitted in the gardens in designated areas only. A cleaning charge of £50 will be levied to cover the additional cost of deep cleaning rooms where smoking has found to have occurred.

Cancellation of Reservations

Guest reservations are very important to us, but in the rare event that we would need to cancel a reservation (for reasons beyond our control), we would attempt to arrange comparable alternative accommodation. We would be unable to accept further liability beyond this.

Liability

We do not accept liability for damage, loss or injury to any guests or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or any contractors acting under our commission.

Damages or breakages

The guest is responsible and liable for any damages or breakages caused to the room, the public areas or its contents. Any incidents should be reported as soon as they occur. We do not normally charge for minor breakages, but we reserve the right to make a charge to the guest's credit/ debit card, or invoice, for repair or making good if the damage or breakage is significant.

Data Storage

We ensure that all credit card data is held securely and complies with PCI Legislation. Data is destroyed within 3 months of guest's arrival date. Credit/debit card details provided when booking through Free to Book are held securely via the Free to Book server. We only access this information in respect of cancellation charges, charges (relating to damages, smoke deep clean etc as referenced above) or an advanced payment (where agreed with the customer). We promise that we will not sell guest information to third parties or use this for anything other than marketing purposes within Craiglinnhe House.

Pets

We are a pet free environment and do not offer accommodation to guests with pets.

Maximum Stays

Stays of longer than 14 nights are strictly by prior arrangement

