

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. Full payment (or the balance when a deposit has been taken) is debitted on departure and includes any extras or services purchased during the guest's stay. We accept the following forms of payment – cash, debit cards and credit cards (Mastercard, Visa, American Express).

Cancellation policy

In the event of a cancellation or curtailment of the original booking notified within 28 days of the arrival date. The total accommodation cost is chargeable unless we are able to allocate the reserved room(s). We strongly recommend that all our guests have appropriate travel insurance to cover cancellation charges as we do not accept liability for human error or a change of circumstances beyond the guest's control. Examples include but are not exclusive to weather, transportation problems, illness or bereavement.

Children

Craiglinnhe does not have family rooms or child friendly equipment such as travel cots or high chairs and 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 up to a maximum of 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 when travelling. We reserve the right to cancel room reservations where occupancy exceeds 2 people or where this age restriction is not acknowledged. Guests aged 13-17 years must not be left unsupervised in the house and its public areas.

Deposits

Where a *single reservation is made (*defined as registered to one credit card) that exceeds £700 then a non-refundable deposit of 20% is required to confirm the reservation. We will contact you within 48 hours to arrange payment. This policy covers room reservations up to 3 rooms and reservation of a single room for several nights.

Group bookings (defined as reservations of 4 rooms or more)

Group bookings of 4 rooms or more may be booked via our website in the usual way but will be subject to a non-refundable payment of a one nights' stay at the time of reservation. We will contact you to arrange payment of the deposit within 48 hours and again for the full

balance 4 weeks prior to arrival. Full payment will be taken at the time of booking if within 4 weeks of arrival.

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/IBAN transfers. The third party will be invoiced 4 weeks prior to the guest's arrival for payment to be received in full 2 weeks prior to client's arrival. The invoice will contain a link to allow credit card payment. The agent will be provided with a 'paid invoice' as proof of payment. If booking exceeds £700 then a 20% non-refundable deposit will be requested for immediate payment with the balance invoiced 4 weeks prior. We reserve the right to cancel the reservation if payment is not received prior to clients' arrival.

Contact information by way of an email is required for the client 28 days prior to their arrival. This is exclusively for the communication of important information relating to the client's stay. Failure to provide this information may lead to cancellation of the reservation.

If the booking is 4 rooms or more our Group policy applies (above).

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 occurred. The use of illicit drugs anywhere on the property is prohibited and will lead to cancellation of guest's accommodation with immediate effect.

Cancellation of Reservations

Guest reservations are very important to us, but in the rare event that we would need to cancel a reservation, we would attempt to arrange comparable alternative accommodation and work toward a mutual resolution. 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 or damage, 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. A cleaning charge of up to £50 may be applied when rooms are left in a significantly dirty state requiring deep cleaning.

Loss of keys

In the event that keys are not returned a charge of £5 for front door keys or £50 for bedrooms keys will be levied to cover the cost of replacement.

Check ins/check outs

Guest rooms are available from 4pm on the day of arrival. Check out is 10am. Earlier and later check ins are strictly by agreement with the hosts and will be accommodated only where possible.

Wifi

Wifi is provided free of charge. However, due to the nature of the service and connection strength this facility is not always guaranteed. The signal does not support streaming or downloading data but is good enough for guests to access emails.

Data Storage

We ensure that all credit card data is held securely and complies with PCI Legislation. Credit/debit card details provided at the time of booking to the Free to Book booking engine are held securely via the Free to Book server and comply with GDPR (May2018). We only access this information in respect of cancellation charges and charges relating to damages, smoke deep clean etc as referenced above. We promise that we will not sell guest information to third parties or use this for anything other than administering the reservation. Please see our privacy and cookies policy on our website for further information.

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.

Elopements (defined as simple weddings leaving from the property)

Guests marrying during their stay must give appropriate notice to the owners regarding their plans. This includes notifying the owners of third parties who will visit the property in connection with the wedding such as family members, hair and make up, photographers and officiants. The owner reserves the right to give permission for said individuals to be

invited onto the property and may place restrictions on access times to the house and to the guest house car park.

Where additional toilet or dressing facilities are required, an additional one night charge will be applied for access to a 'helper' room if one is available. This room will be available from 4pm the night prior to the wedding until 2pm the next day. The guest house owners will not take responsibility for wedding arrangements and additional requests for services may incur further charges. Photographic locations in the house and grounds must also be advised if they may impinge on other guests or residents in the neighbouring property.

Code of Conduct

The host is entitled to terminate the accommodation contract with immediate effect for good cause, especially if the contracting party or guest:

- a) makes significantly detrimental use of the premises or through their thoughtless, offensive, or otherwise grossly improper behaviour makes living together unpleasant for other guests, the owners, their neighbours or third parties residing in the accommodation establishment, or engages in a criminal offence against the property, or the physical safety of these individuals;
- b) contracts a contagious disease or becomes otherwise in need of care extending beyond the duration of the accommodation.