

Loch Morar Self Catering - General Terms and Conditions

Terms and Conditions

1. Direct Booking and Payment

You can book online or by email or phone.

Payment can be made by BACS or Credit card.

Credit/Debit Card

You will automatically pay the 25% deposit by credit card if you book through our online system. Telephone & email bookings and balancing payments can be made by credit card or bacs payment.

BACS

BACS details Account Name: Beverley Arnold Sort Code: 87-39-03 Account Number: 80370260. TSB Bank (When making a BACS payment please use your surname as the reference)

International Bank details:

IBAN:GB65TSBS87390380370260

BIC: TSBSGB2A

Bank Address: TSB, 6 Tweedale High Street, Fort William, Highlands, PH33 6EU

Name of account: Beverley Arnold

(When making a BACS payment please use your surname as the reference)

The balance for your stay is due 4 weeks before commencement of the holiday. If you have paid by Credit/Debit card at booking the balance will be automatically charged to your card 4 weeks before your stay. We reserve the right to cancel the booking if the balance is not paid by the due date. If a booking is made less than 4 weeks before arrival, the full cost is due at the time of booking. The booking deposit (25%) is non-refundable in the event of a cancellation.

If booking through booking.com or pitchup please see their separate terms and conditions.

2. Cancellation

All cancellations must be notified in writing. In the event of cancellation after the full balance has been paid, we will endeavour to re-let the property. If successful, all money (excluding the deposit) will be refunded. If we are unable to re-let the property, you are liable for the full balance outstanding. Cancellation insurance is strongly recommended.

3. Non-Availability of Property

If for any reason beyond our control, for example fire damage, the property is not available on the date booked, all monies will be refunded in full and we will not be liable for any further claims. (excluding global pandemic)

4. Arrival and Departure

The property will be available for occupancy from 4.00pm on the day of arrival and should be vacated by 10.00am on the day of departure.

5. Responsibilities

You are responsible for the property during your stay and it should be left in a clean and tidy condition at the end of your holiday and all furniture, fixtures, fittings and effects in or on the property should be left in the same state of repair as at the commencement of the holiday, fair wear and tear excepted. Any damage or breakages will be charged and must be reported to the owners prior to departure.

The contract between the hirer and the owner of the property is in terms of Schedule 4, Section 8 of the Housing (Scotland) Act 1988 and confers on the hirer the right to occupy the property for the period agreed for holiday purposes only.

6. Covid 19 / Global Pandemic

In the event of future Covid 19 or other Global Pandemics. Government guidance will be followed and guests will be required to do the same. In the event that guests can't leave the property at end of their booking, they will be liable for the current cost per night of the accommodation for the duration of their forced stay.

Guests who are prevented from staying due to a previous guest not vacating will be offered a full refund. Alternative accommodation for the guest in the local area will be sought if possible, the limit of our liability will be the amount already paid by the incoming guest.

We ask that if you have the symptoms of Covid 19 prior to arrival you do not check in to the accommodation. In the event that a booking can not go ahead due to a Government lockdown we will allow you to carry your non refundable deposit forward to a new future booking, deposit remains non-refundable.

7. Short Term Letting Licence

Licence No.: **HI-40044-F**

Loch Morar Self Catering is licenced for 2 people in each property. If there are more than 2 people in your party we can not accommodate you and your booking will be automatically cancelled, no refund will be given and you will not be permitted to stay. Allowing you to stay would be in contravention of our licence.

8. Other

The Wee Lodge has electric heating, the cost of Electricity is included in the rent. The Byres is heated by Oil Central Heating and the cost of Electricity & Heating Oil is included in the rent. Bedding and towels are supplied at both properties. The Wee Lodge does not have phone reception or television. Please note that the broadband speed is low and subject to interruption. The Byres has free Wi-Fi, however, due to our rural location and available broadband speeds we can not guarantee Wi-Fi availability.

Both properties are non-smoking. Pets are not accepted in the properties as they are located on a working croft with free range livestock. In the event that you bring pets to the property, your booking will be automatically cancelled, you will not be permitted to stay in the property and no refund will be given.

Alterations to bookings may be subject to a £20.00 admin fee.

For details of how we handle and process your personal data please see our privacy policy which can be viewed on our website <https://www.lochmorarselvcatering.co.uk/privacy-statement/>

Updated 01/05/2023