

The Highland Bothies Terms & Conditions – We hope you enjoy your stay

None of us really like to read terms and conditions but they're here for a reason, and that's to protect you and us. By booking with us, it will be considered that you have agreed to all the below Terms & Conditions.

Booking

We can only accept bookings from persons over 18 years of age, by booking with us the lead guest acknowledges that he or she agrees to these Terms and Conditions on behalf of the entire party intending to occupy the property under your booking. We will ask for a 50% non-refundable deposit to secure your booking. All bookings must be made through our online booking system and are provisional until payment/deposit has been received.

Good House Keeping Deposit

A Good House Keeping deposit is required to ensure that you leave the pods as you find them. We will need a credit/ debit card number at time of booking to retain until time of departure. Smoking and use of naked flames i.e. candles, gas stoves ect inside the pods will constitute a breach of GHK.

The micro lodges sleeps up to a maximum of 2 Adults and 2 Children (16 under) and your booking is accepted on this basis.

Guest Responsibility

We ask all of our guests to please remember there are other guests staying in the adjacent Pods and ask you to be courteous and respectful at all times. Please keep the pods secure when unoccupied and all electrical items are turned off. On departure please leave the key in the secure key box where you found it.

Payment

Full payment is due no later than 6 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 6 weeks before arrival, the full cost of the stay is due at the time of booking. We accept BACS, & Cheques.

Overseas Bookings

Payments from overseas guests can only be accepted in £'s sterling by cheque drawn on a UK bank, or by international electronic bank transfer. Any charges for payments from overseas will be passed on to the guest. A separate invoice will be raised for these charges and payment will be required upon arrival.

Cancellations

We strongly advise you to take out suitable holiday insurance.

All cancellations must be notified in writing. In the event of cancellation less than 6 weeks before the holiday begins, we regret that any monies received are non-refundable. However if we are able to re-let the pods for the booking period cancelled we will reimburse monies paid minus the deposit. We cannot be held responsible for any unusual or unforeseen circumstances, including delays, adverse weather conditions or breakdowns, on the part of ferry operators, which are beyond our control.

We always do our best to limit changes to your holiday during your stay, however we cannot accept responsibility nor compensate for circumstances such as 'force majeure'. 'Force Majeure' means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

It would be useful to bear this in mind when booking with us over the winter months as refunds will unfortunately not be given due to adverse weather conditions.

Linen

Duvets and Pillows are provided. Fresh linen is also provided and is included in the tariff. A change of linen is supplied weekly during multi week holidays. Towels are provided but we ask that these are not removed from the property so we ask you to bring your own beach or outdoor activity towels.

Arrival and Departure Times

Entry is from the agreed arrival date from 16.00 hrs. We ask our guests to vacate the property by 10.00 am on the agreed day of departure. We reserve the right to charge for late departures. We will always try to accommodate any earlier check in requests where possible. Late departures can be requested at an additional fee please ask at time of booking £5 or £10.

Non-Availability at The Highland Bothies

If for any reason beyond our control, for example fire damage, The Highland Bothies is not available on the date booked, all monies paid will be refunded in full and we will not be liable for any further claims.

Access

Iain & Ruth reserve the right to reasonable access of the property at any time for emergency maintenance etc.

Losses or Damages

Guests have a legal liability to pay for any damage you may cause to the property and grounds during your holiday. The property is insured in respect of the usual risks covered by our buildings and contents policy. However, in certain circumstances, if you should cause any loss or damage by negligence, you could become liable and you would probably not be covered by the personal liability section of your own household policy.

Our insurance does not cover your personal possessions. You would therefore be well advised to check on these points with your insurers and you may find that, providing they are given notice, they will extend your normal cover to include your holiday home. We have an excess on the insurance policy of £500 increasing to £1000 in respect of the use of heat, if a successful claim was made on our insurance for damage caused by a guest then this excess cost would be charged to the credit/debit card supplied at the time of booking.

Your Responsibilities

You are responsible for the property during your stay, and it should be left in the same condition at the end of your holiday that you found it in on your arrival, with all furniture, fixtures, fittings and effects etc remaining in the property, as at the commencement of your holiday. Any damage or breakages beyond fair wear and tear will be chargeable, and must be reported to Iain & Ruth as soon as possible, and always prior to departure. We ask that no attempt should be made to repair or replace items. We will make contact with you directly regarding any unreported issues warranting any applicable charges within 12 hours of returning the keys to us at the end of your stay.

We cannot accept any responsibility for personal injury to you as guests or holidaymakers, or loss or damage to your property or for other matters over which we have no control.

By accepting and booking, you agree to accept responsibility for the physical wellbeing of you and your party, indemnifying us from all responsibilities, blame and consequences, direct and indirect however arising, should someone injure themselves at our premises or in using any articles provided at The Highland Bothies or inconvenience themselves in any way.

Smoking

Smoking is not permitted in The Pods at The Highland Bothies at any time. Guests are free to smoke outside of the property and we provide ash trays in the grounds for your spent cigarettes. We will make a charge of £250 for intensive cleaning if there has been any smoking inside the property during your stay. We would ask all of our guests to respect our wishes on this sensitive issue.

No Naked Flames are allowed inside The Highland Bothies at any time.