

## **Terms & Conditions**

<b>1</b>	Not fun but necessary, please make sure that you read our Terms & Conditions
<b>2</b>	The Lead Guest whose name appears on the booking form (or any electronic or telephone agreement of a similar nature) accepts the conditions of let for the booking and is responsible for listing all names, of all members of the party booking and declaring any dogs, making all payments due and notifying us in writing if any changes or cancellations are required, as well as for the conduct of other members of the party.
<b>3</b>	The Lodges may be occupied only by those persons listed on the booking form and may not be sub-let. Bookings will not be accepted if the Lead Guest is under 18
<b>4</b>	<p>In light of the COVID-19 Pandemic we have reviewed our T&amp;C's to offer more flexible payment terms to our guests, whilst also trying to protect the business.</p> <p>As a business we have a comprehensive insurance for Buildings, Contents and Business Interruption, we are unable to claim on this for a pandemic, which is the position of many businesses at this time. And are currently unable to obtain insurance which covers for cancellation due to COVID-19. Travellers also may find that Travel Insurance is very restricted. This may well change in the future and our Terms are subject to change, but the Terms accepted at time of booking remain in force for your booking. We advise Guests to take out travel insurance as this will cover you for many other reasons and in certain circumstances regarding the pandemic.</p> <p>A non-refundable Deposit of 10% of the total booking amount is due to confirm your booking</p> <p>The outstanding balance is due no later than 16 days before the letting commencement date. (if not paid on time this will constitute a cancellation by the Lead Guest)</p> <p>For bookings made 16 days, or less, before the commencement date, full payment is due at time of booking. The payment is non-refundable. However should you be unable to travel we will offer your booked dates for re-sale. If we do re-sell the booking, we will refund the balance payment, equal to the days/value of your original booking that has sold, less any commission that may have been incurred due to the re-sale and an administrative fee of £60.</p> <p>If we have to close the site and this affects your booked dates, then you will be refunded in full, or you may transfer your holiday to another date, if you prefer. We will not be liable for any losses incurred by yourself for your holiday being cancelled, please refer to your insurance.</p> <p>Amendments will be dealt with solely at our discretion. The Owner reserves the right to refuse any requested changes for any reason.</p> <p>It is your responsibility not to travel if you or any of your party have symptoms of COVID-19, has been asked to self isolate (track and trace), are awaiting a test result, or your area has been "locked down". We reserve the right to refuse entry and ask guests to return home if they exhibit symptoms upon arrival.</p> <p>Your payment is non-refundable, please refer to your insurance.</p> <p>In the event that you or anyone in your party exhibits symptoms during your stay with us. Please notify us immediately. We will provide the information to contact NHS Scotland who will advise on what to do next. Currently our Sector Government Guidelines advises that anyone presenting should return to their own home,</p>

**Aultbea, Achnasheen, Wester Ross, IV22 2HU**

**Tel: 01445 731549**

**Web: [www.aultbea-Lodges.co.uk](http://www.aultbea-Lodges.co.uk)**

**Email: [stay@aultbea-Lodges.co.uk](mailto:stay@aultbea-Lodges.co.uk)**

	<p>unless immediate hospital admission is required. This information is subject to the advice given by NHS Scotland at the time of any call made to them.</p> <p>Your payment is non-refundable, please refer to your insurance.</p> <p>Please note that if any extended time is required at our property, then the Guest will be liable for payment for any additional time. You may be able to claim this on your insurance.</p> <p>By accepting these Terms, you are agreeing not to travel to our site if you or any of your party have symptoms of COVID-19, are awaiting a test result, have been asked to self-isolate as part of a track and trace scheme or your area has been locked down.</p>
<b>5</b>	The Lodges are let for holiday use only, (unless you have prior permission), and must be vacated at the end of the period and no later than 1000 on the day of departure. Check-in commences from 1600.
<b>6</b>	The Owners reserve the right to refuse any booking for any reason.
<b>7</b>	<p>The Lead Guest is:-</p> <p>Responsible for normal everyday cleaning and keeping the property in an orderly fashion.</p> <p>Agrees to reimburse the Owners for any breakages or damage caused to lodge equipment.</p> <p>The Lodges have been thoroughly cleaned and inspected prior to your arrival and should be left in a similar condition, a charge may be levied if extra cleaning is required.</p> <p>Fair wear and tear is accepted.</p> <p>Many of our guests have commented on how clean our Lodges are and we are proud of our high standards. In light of the COVID-19 Pandemic, we have reviewed and amended our cleaning and operating procedures to follow Scottish Government Guidance for the Tourism &amp; Hospitality Industry and completed industry approved training.</p> <p>If you wish to take a look at our Risk Assessment and/or Cleaning Checklists to further put your mind at rest then we can provide this by email and you are welcome to ask any questions.</p>
<b>8</b>	<p>The Owners:-</p> <p>Will not be liable for any loss or damage to guest's possessions, or liable for any injuries to persons howsoever caused whilst on lodge grounds.</p> <p>Cannot be held responsible for noise or disturbance arising outside the boundaries of the grounds of the lodge or from sources beyond our reasonable control, including but not limited to, noise from agricultural equipment or activity, road, rail or air traffic, noise or nuisance from domesticated or wild animals or birds.</p> <p>Cannot be held responsible for the breakdown of equipment at the property including kitchen or other domestic equipment and although we will do our utmost to get it repaired or replaced we can only do this in a reasonable time scale. Nor are we responsible for the interruption in supply of utilities such as electricity, water, WiFi to the property.</p>
<b>9</b>	<p>WiFi is provided free of charge for guest use, so you accept that sometimes, for technical, legal or operational reasons, it may not be available and speeds cannot be guaranteed.</p> <p>We do not have city broadband speeds in the Highlands. The WiFi is suitable for normal web surfing, checking emails etc, it is not suitable for heavy data download.</p> <p>WiFi is supplied on a secure network accessible via password, supported and managed by Camping Connect (T&amp;C's of use at log on).</p> <p>All activity is monitored and any excessive or illegal activity may result in suspension of the service. Any issues with the WiFi please contact the Owners.</p>
<b>10</b>	You agree to let the Owners know as soon as possible if anything is faulty, broken or you have any complaints and we will do our best to rectify the situation. We cannot accept complaints after your departure.

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<b>11</b>	<p>Your dog(s) are welcome in the Lodges that accept pets only. They must be kept on a leash within the lodge grounds, not left alone in accommodation nor allowed in bedrooms or on furniture. It is your responsibility to clear up when your dog fouls.</p> <p>Please remember to bring food and water bowls, bedding and towels for them, as these are not provided and lodge equipment is not be used for these purposes.</p> <p>There is a limit of 2 dogs per lodge, cost as advertised.</p> <p>No other animals are accepted unless you have had prior permission from the Owners.</p>
<b>12</b>	<p>Smoking is only allowed while outdoors.</p> <p>An ashtray will be provided, this must be cleaned and any smoking debris disposed of in the outside bins before your departure.</p>
<b>13</b>	<p>Phew, now for the fun bit</p> <p>We look forward to welcoming you to our Lodges and this beautiful area 😊</p>