

Smithy Cottage -General Terms and Conditions

1. Booking and Payment

A 30% deposit is required at the time of booking, the balance being due 14 days before your stay. Payment can be made by credit card through our online booking system or by telephone. Payments by Cheque, BACS, or Paypal are also accepted. To pay by an alternative method to credit card please contact us direct to make a booking. Cheques should be made payable to B. Arnold. BACS details Account Name: Beverley Arnold Sort Code: 87-39-03 Account Number: 80370260. (When making a BACS payment please use your surname as the reference)

International Bank details:

IBAN:GB65TSBS87390380370260

BIC: TSBSGB2A

Bank Address: 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)

Paypal email address: bookings@lochmorarselcatering.co.uk

To pay by Credit Card: we will send you a link to our secure online payment facility.

The balance is due 14 days before commencement of the holiday. If you booked online, the balance will be automatically charged to the card used at the time of booking 14 days before you stay. If you do not wish the balance to be charged to the same card please contact us with an alternative method of payment. No reminder will be sent and 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 14 days before arrival, the full cost is due at the time of booking. The booking deposit is non-returnable in the event of a cancellation

2. Cancellation

All cancellations must be notified in writing. If cancellation is within 14 days of the commencement of your stay, you are liable for the full balance outstanding.

We will endeavour to re-let the property and if successful, all money (excluding the deposit) will be refunded. 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 pandemics)

4. Arrival and Departure

The house 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 that guests can't leave the property at end of their booking due to the need to self-isolate, 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 self-isolating and being unable to check out at the end of their booking, 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. Symptoms being a high temperature, a new and continuous cough, a loss of, or change to, your sense of smell or taste. 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. Other

The house is heated by Electric Storage Heaters and Open Fire, the cost of which is included in the rent. Bedding and towels are supplied. This is a non-smoking property. Well Behaved Pets are allowed but we would kindly ask that dog owners clean up after their dogs in the garden areas. The property now has Free Wi-Fi however, due to our rural location we can not guarantee Wi-Fi availability.

Updated 20/06/20