



## Hebrides Bothy Terms and Conditions

**By booking your stay at Hebrides Bothy, you are agreeing to the following Terms and Conditions. Please read the policies below prior to booking. Throughout this document, 'you' refers to the hirer and 'we' refers to the proprietors.**

### **Arrivals and departures:**

You can check in between 4pm and 9pm. If you need to arrive outside of these times, please contact us in advance to arrange. Please check out by 10am.

The named hirer must personally stay at the accommodation throughout the holiday and is solely responsible for the whole party.

No more than the stated number may stay at the property.

### **Payment Policy:**

To secure your booking payment in full is required at the time of booking. We do not accept provisional bookings so please do not make a booking unless you are in the position to honour it.

### **Cancellation/No-Show Policy:**

We must be notified of cancellation in writing prior to the start of your booking.

Holiday cancellation is not included in the rental and should you have to cancel the booking a partial refund will only be made if we are able to re-let the accommodation for the period concerned. If successful, we will refund the deposit and balance, if already paid, less a 50.00 GBP re-booking fee.

In the event a no-show or if you have to leave early, we do not offer any (either full or partial) refund.

In the event of cancellation by us, our liability shall be limited to the return in full the monies paid.

### **Travel Insurance:**

We strongly advise you to take out the appropriate levels of travel insurance so you can have peace of mind that your costs will be covered, should you need to cancel your holiday for any reason or due to ferry disruption.

### **Smoking:**

Smoking is not permitted in Hebrides Bothy or within the property boundary

### **Wheelchair Access:**

Unfortunately, Hebrides Bothy is currently not accessible for wheelchair users.

**Arrival/Departure Procedures:**

You undertake to leave the accommodation clean and tidy. We reserve the right to make a charge for extra cleaning if the property is not left in a satisfactory condition. Please empty the bins into the black bin next to the garage and ensure the property is locked and secure on leaving.

**Complaints Procedure:**

We take all comments from guests seriously and in the unlikely event that you wish to make a complaint you can contact us by telephone or email and we will respond. We will try to resolve any issues as soon as possible. Every effort has been made to ensure an enjoyable and comfortable occupation. If, however, there is any cause for complaint, we are anxious that remedial action is taken as quickly as possible. It is essential that you contact us so that any complaints can be speedily resolved.

**Code of Conduct:**

We expect all our visitors to respect and look after the property you are staying in. Visitors will conduct themselves in such a fashion as to cause no undue noise or annoyance or disturbance to neighbouring proprietors. We require you to respect neighbouring proprietors and keep noise levels to a minimum and particularly after 9.30pm.

Loud music is not permitted.

Chinese lanterns are not permitted as they pose a threat to neighbouring livestock.

Parents are responsible for their children, and they must be supervised at all times.

Towels provided are for use within the property and not for beach use. Please bring towels for this purpose.

**Property/Contents:**

Please ensure that you take all reasonable care in the use Hebrides Bothy property and contents. Report any damages, losses or breakages as they occur. We reserve the right to charge for any replacements or repairs. If necessary, this may include an administration charge. Please do not flush wipes, sanitary waste, nappies or cloths down the toilet. These items must be wrapped and put in the bin provided. Any items left behind must be claimed within four weeks of departure.

**Loss, damage or injury:**

Hebrides Bothy take no responsibility for loss, damage, or injury to you or any of your party or property. We recommend that you have adequate travel and property insurance. We reserve the right to enter the property at any reasonable time. We reserve the right to ask guests who are not observing the conditions to leave without refunds and with immediate effect.

**Privacy Policy**

We may store your personal information on our own computer in a format other than this email; however, we will use the information solely for the purpose of processing your booking and will not share or sell it to any third parties.