

Loch Leven Holidays

Terms and Conditions

1. HIRE TERMS

All terms are quoted in £ sterling per week per letting unit. As soon as the booking is made by you and confirmed by us the hire terms are guaranteed. A cheque for 30% of the total hire fee must be sent with the booking form, or paid online. This will be refunded if your booking is not confirmed by us. The balance of the hire fee must be paid no later than 28 days before the hire starting date.

2. NUMBER OF PERSONS

A maximum of 4 persons are allowed in each Chalet. A maximum of 8 persons are allowed in Tiranui Cottage and 4 in the Lodge. Additional persons, except a baby in a cot where applicable will not be accommodated. The hirer must be a member of the occupying party. Visitors, within reason are acceptable, accommodating throughout the day, friends who are camping or staying in B & B is not allowed. We reserve the right to terminate the hire without notice and without refund for a breach of these conditions.

3. DOGS

A maximum of one dog is permitted in Stag & Otter chalets where prior permission has been obtained, (excludes any animal listed under the dangerous dogs act). Dogs must be kept on leads at all times within the chalet complex, must not be allowed on beds or chairs or left unattended at any time in the chalet. Dogs are not allowed in Tiranui cottage or Lodge.

4. MINORS & GROUPS

Please note it is our policy not to allow any single sex groups, organised walking groups or groups of under 25's in any of our properties. If you fall into any of these categories we are willing to allow the let on the payment of a £500 refundable cleaning/damage deposit, payable on booking and refunded on inspection of the properties on departure.

5. BOOKING CANCELLATION

If you wish to cancel your booking you must notify us in writing. In all cases of cancellation the deposit is forfeited. If the booking is cancelled within 28 days of the hire starting date and we are unable to re-let the chalet there will be no refund of any part of the hire fee. Holiday cancellation insurance is highly recommended.

6. NON-ARRIVAL

If you do not arrive by midday on the day following your hire start date and have not advised us that you will be late, we reserve the right to re-let the accommodation. Under

the foregoing circumstances, if the chalet is not re-let you are responsible for any balance of hire outstanding.

7. OCCUPATION

Accommodations are available for occupation after 4 p.m. on the hire start date. If we are prevented by circumstances beyond our control from making the accommodation available and cannot provide a suitable alternative, we will refund all monies paid by you but no further liability will be accepted.

8. DEPARTURE

Accommodations must be vacated by 10 a.m. on the day of departure and must be left in a clean condition.

9. HIRER'S RESPONSIBILITIES

The hirer is responsible for the accommodation and its equipment during the period of hire and is expected to take all reasonable care of it. The chalet is let fully furnished including bed linen (not towels, but these may be hired). You are advised to check on arrival and report any shortcomings, damage or missing items immediately so that the matter can be rectified for you. No claim can be considered for such matters not so notified. The hirer undertakes to report and pay for any damage caused to the accommodation or for equipment lost, damaged, or broken during his occupancy of the chalet. Unsuitable substitutes are not acceptable. All the equipment, utensils etc., must be left in a clean condition at the end of the hire period.

10. UNSUITABLE HIRERS

We reserve the right to decline a booking or to refuse to hand over accommodation to any person who in our opinion is not suitable to take charge. In this case the hire fee shall be refunded in full and the contract shall be discharged without further liability on either party. We also reserve the right to repossess the accommodation at any time where damage has been caused or where in our opinion is likely to be caused by the hirer or any member of the hirer's party. In such case we shall not be liable to make a refund of any portion of the hire fee paid.

11. HIRER'S PROPERTY

The owners or their agents do not accept any liability for loss of or damage to personal effects, baggage, motor cars, motor car accessories, or any other item belonging to the hirer or any member of the hirer's party.

12. MODIFICATIONS & DESCRIPTIONS

Every effort has been made to ensure that descriptions contained in our brochure are correct. However, we reserve the right to make modifications and in the interests of continued improvement the right to alter or delete furniture, fittings, amenities or facilities either advertised or previously available, without prior notice.

13. OVERSEAS BOOKINGS

Your payment may be made By Bank Transfer Ask your bank to transfer the amount due in pounds sterling (all charges to be paid by you).

direct to:

Loch Leven Chalets c/o Bank of Scotland 62 High Street Fort William PH33 6AE Sort code:80-06-84 A/C No.:06000440	Loch Leven Leisure c/o Bank of Scotland 62 High Street Fort William PH33 6AE Sort code:80-06-84 A/C No.:06000459
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14. NON-SMOKING POLICY

All accommodation is non-smoking , although we do permit smoking outside well away from the chalets, lodge and cottage

13th Dec 2013