



Lodges Terms & Conditions

1. Our lodges are normally available from 4pm on day of arrival and accommodation must be vacated by 10am. In the event of a late check out a charge of £50 will be made to the applicant. Our prices are inclusive of all electricity, central heating, Free Sat Television Pack, linen, tea and coffee. Towels can be hired from the hotel for a charge of £10 per lodge per stay.
2. A non-refundable deposit of £100 per lodge is payable by the applicant/hirer on the day of booking. The remaining balance will be due on arrival. Please note bookings over Christmas and New Year a deposit of 25% is due on the day of booking. For parties over 10 a deposit of £600 will be payable on booking and will be returned after the hirers departure when the lodge has been inspected. Costs of any damage made to the property will be deducted from your deposit.
3. Applicants/hirers are advised to arrange appropriate holiday insurance
4. The applicant must personally stay in the accommodation throughout the holiday and be over the age of 21. He/she is solely responsible for the whole group. Assignees and sub tenants are prohibited.
5. The number of people staying in the lodge should not exceed the capacity of the lodge as advertised. Applicants/hirers should confirm exact numbers with Glen Clova Hotel prior to arrival. **Any additional guests staying in our lodges without prior confirmation will automatically be charged for and Glen Clova Hotel reserves the right to charge the credit/debit card as taken for a security deposit.**
6. The inside of the accommodation and hot tubs is non smoking. If there is any sign of smoking within the lodge there will be a **charge of £100 to cover** the cleaning of soft furnishings.
7. The applicant/hirer, shall at all times keep the hired premises in a clean and tidy condition. **Glen Clova Hotel reserves the right to charge for any excessive cleaning or damage/loss made to the lodge's possessions. The appropriate charge will be taken from the applicants/hirers credit/debit card account for a period of no more than 7 days after departure. The applicant's card details will be taken on arrival.**
8. The hirer undertakes to leave the whole property, equipment and utensils in a clean condition at the end of the hire period
9. Glen Clova Hotel will not be held responsible for any loss or damage to applicants personal property
10. All of our lodges offer a high level of privacy and we require guests to respect this in relation to other holiday makers
11. Bookings are for complete weeks from Friday to Friday, Monday to Monday or short breaks from Friday to Monday or Monday to Friday.
12. A maximum of 2 pets are allow within certain lodges providing that notification is given to Glen Clova Hotel at the time of booking. All pets must be well behaved and are restricted to public rooms only (not bedrooms). Pets must not be left unattended in the lodge. Owners must bring suitable sleeping basket(s). **An additional cleaning charge of £20 will be charged per pet.**

Please ensure you have fully read and understood the above information