



Terms and Conditions of Lodges

1. Our lodges are normally available from 4pm on day of arrival and on the day of departure 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, linen, tea, coffee & sugar. 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 must be paid 28 days before your arrival. If a booking is made less than 28 days before the start of the holiday then the full rent is due at the time of booking.**
3. 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 or its possessions will be deducted from your deposit.
4. **In the event of a cancellation within 14 days of your stay or failure to arrive on the booked date customers will be liable to pay the full amount for their lodge/s. The remaining amount will be automatically taken from the applicant's credit/debit card. If full amount has already been paid no refund will be given**
5. Applicants/hirers are advised to arrange appropriate holiday insurance for bad weather, personal loss injuries, accidents or bereavement. Glen Clova Hotel will not be held responsible for any loss or damage to applicant's personal property.
6. Glen Clova Hotel can accept no responsibility or pay any compensation for bad weather/accidents or any other situation that prevents customers from reaching us.
7. 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.
8. 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 either be asked to leave the premises immediately, be moved to other suitable accommodation (if available) and will be charged the additional amount. Glen Clova Hotel reserves the right to charge the credit/debit card on record.**
9. The inside of the accommodation and hot tubs is non smoking. If there is any sign of smoking within the lodge or hot tub there will be **a charge of £100 to cover** the cleaning of soft furnishings and damage.
10. 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.**
11. The hirer undertakes to leave the whole property, equipment and utensils in a clean condition at the end of the hire period
12. All of our lodges offer a high level of privacy and we require guests to respect this in relation to other holiday makers
13. Bookings are for complete weeks from Friday to Friday, Monday to Monday or short breaks from Friday to Monday or Monday to Friday.
14. 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 a suitable sleeping basket(s). **An additional cleaning charge of £20 will be charged per pet.** Pets are not allowed up on any of sofas, chairs or beds within the lodge should there be any sign of this the applicant/hirer will be charged a further cleaning charge.

Please ensure you have fully read and understood the above information