

Terms and Conditions of Glen Clova Lodges

Please ensure you have fully read and understood the above information

1. Our lodges are available from 5pm on day of arrival and on the day of departure accommodation must be vacated by 9.30am. 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, towels, tea, coffee, sugar.
2. **A non-refundable deposit of £100 per lodge is payable by the applicant/hirer on the day of booking**, please note bookings over Christmas and New Year a deposit of £250 is due on the day of booking. **The remaining balance must be paid 4 weeks before your arrival. If a booking is made less than 4 weeks before the start of the holiday then the full rent is due at the time of booking. In the event of a cancellation out with 4 weeks of arrival the applicant will lose £100 deposit. Cancellation within 4 weeks of the booked stay or failure to arrive on the confirmed booked date customers will be liable to pay the full amount for their lodge/s. If full amount has already been paid customers will lose the entire amount.**
3. **A maximum of 2 pets are allowed within our lodges at the additional charge of £30 per pet providing that notification is given to Glen Clova Hotel at the time of booking.** Glen Clova Lodges are built on a full working sheep farm and we ask that when out and about you keep all dogs on a lead. Additionally pets are restricted to public rooms only (not bedrooms). **Pets must not be left unattended at anytime within the lodge.** Owners must bring suitable sleeping basket(s) & utensils for their pets. Please do not use any of the lodges crockery or utensils for feeding or preparing pets meals. Pets are not allowed up on any of the lodge furniture and the shower must not be used for washing any pets, should there be any sign of this the applicant/hirer will be have a further charge deducted from their house keeping deposit.
4. Every lodge will now have a £100 housekeeping deposit deducted from their card on check in, if you have dogs with you the deposit will be £150. If the lodge is left as you found it your deposit will be fully refunded within 7 days of your departure.
5. Applicants/hirers are strongly advised to arrange appropriate holiday insurance for bad weather, 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 or us fulfilling your holiday. So please ensure you have obtained the appropriate travel insurance.**
7. No single sex groups under the age of 21 will be accepted and 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 or 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.** Any child under the age of 2 is not included in the capacity and a maximum of 2 infants per lodge are permissible. Please advise number of infants on booking. Cots and highchairs are available for hire at £12 per item.
9. The inside of all accommodation and hot tubs is **non smoking**. If there is any sign of smoking within the lodge or hot tub a appropriate charge will be made to the applicants credit or debit card 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 and should leave the lodge in the condition as when they arrived. **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. The hirer is fully responsible for all lodge occupants' actions in relation to damage to the lodge/s, fixtures and fittings and external equipment provided for the use of the named lodge hirer and party.
12. All of our lodges offer a high level of privacy and we require guests to respect this in relation to other holiday makers. We require all lodges guests to keep noise inside and outside the lodges and hot tubs to a minimum after 11pm, failure to do so may result in you being asked to leave the site.
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. *Force Majeure*: Glen Clova Hotel and Lodges reserve the right to invoke a principal of *Force Majeure* when circumstances arise out of our control such as but not, limited to: on line technical failures for on line and direct booking which would be commercially impracticable to fulfill. This Agreement may be amended and or terminated for any one or more of such reasons by written notice from Glen Clova Hotel and Lodges without liability.

The ability to terminate this Agreement without liability pursuant to this paragraph is conditioned upon delivery of written notice to the other party setting forth the basis for such termination as soon as reasonably practical after learning of such basis.