

# FEÒRAG LODGE



## TERMS & CONDITIONS

### General

1. The making of a booking implies the full acceptance of the Terms and Conditions including the number of guests, season and rates as appropriate. No variation of the Terms & Conditions is allowed unless specifically confirmed by the owners of Feòrag Lodge in writing.
2. Smoking in any part of the lodge (including the deck area) is prohibited as it invalidates the related insurance. Any treatment for the removal of tobacco smoke pollution will be charged to the guests.
3. Prices are based on weekly rental of the lodge with both arrival and departure taking place on a Saturday. Shorter or longer stays are available only upon request. Feòrag Lodge is to be used only as holiday accommodation.
4. The rates include bed linen & duvets and towels. These must not be removed from the lodge.
5. Electricity to the value of £30.00 per week or part thereof is included. The cost of any significant additional use will be deducted from the Insurance deposit (see Deposits and Payment No. 3 below).
6. Items belonging to guests are their own responsibility. The lodge owners will not be liable for any hurt, loss or damage to guests or their property regardless of how this happened.
7. It is the guests' responsibility to ensure the lodge is locked securely during times of absence and that guests' vehicles in the lodge's private parking area are always safely secured. Parking is at owners' risk.

### Availability of Feòrag Lodge

Bookings are made on the understanding that the Lodge will be available for you when you arrive. However, should this not be possible for reasons beyond our control, e.g. fire, flood, storm damage etc., we will return your payment in full immediately and you will have no claim against us. Similarly we cannot accept responsibility for unforeseen problems outwith our control which may arise during your holiday. Naturally we will take all reasonable steps to ensure any such problems are rectified as soon as possible.

### Deposits & Payment

1. A deposit of £50 for 2 persons or £100 for 3-6 persons per week's stay is payable at the time of booking. The balance of the payment is due 6 weeks before the due date of arrival or at time of booking if less than 6 weeks to arrival.
2. The deposit is fully refundable up to 6 weeks before the due date of arrival. The deposit and balance will be forfeit in the event of cancellation within 6 weeks of arrival unless Feòrag Lodge is re-let in which case a refund will be made.
3. We regret we must ask for an additional refundable Insurance deposit of £70 to cover serious damage or major breakages which may occur, as well as any abnormal cleaning requirements (e.g. removal of strong cooking odours, stained carpet etc.) after departure. This is payable at the time

# FEÒRAG LODGE



of final payment and is only to cover the excess charged by our insurers in the event of a necessary claim. We would strongly recommend guests to ensure their travel insurance policy covers such accidents, which can happen in the best planned holiday. We appreciate accidents happen and we don't want this to spoil your visit; all we ask is that we are advised of damage when such an accident occurs. We truly want to return your £70 to you in full at the end of your stay.

4. Should guests no-show for their booking the prepaid deposits and payments will be forfeit.

## Bookings

1. Once your booking is made whether by E-mail, telephone or the booking form in the website we will confirm it to you in writing when we are in receipt of the relevant deposits.
2. Please note that the number of occupants should not exceed the number of persons booked. Feòrag Lodge can accommodate a maximum of 6 persons (exc. infants under 2 years)

## Your Arrival & Departure

1. Feòrag Lodge will be available for you from 3.00pm on the due date of your arrival.
2. Check out time from the lodge is 10.00 on the morning of your due departure. You may be charged for late departure as the time is needed to ensure the lodge is ready for other guests.
3. Feòrag Lodge should be left in a basically clean and tidy state. Regrettably, if abnormal cleaning due to smoking, "extreme" cooking etc. is required the full refund of your £70 Insurance Deposit may be affected.

## Pets

We regret that, much as we love them, pets are not allowed in the lodge. Sorry – no exceptions.

## Access & Removal

As is normal in exceptional cases of unreasonable behaviour which causes disturbance to the occupants of other lodges or abnormal damage to Feòrag Lodge, we reserve the right to cancel your booking and request that you leave the lodge. Also to enter the property together with other authorities. Under such circumstances you will be refunded for any full remaining days of your visit, less the cost of any damage and lost bookings.