

## **Terms and Conditions**

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### **The Green Cruachan Bed & Breakfast**

Thank you for choosing to book with The Green Cruachan. We look forward to welcoming you to our family home. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### **Price & Breakfast**

The price includes accommodation and a continental, vegetarian breakfast. We endeavour to seek out the very best of local produce whenever possible and we use large free range eggs. We serve breakfast between 08.00 and 09.00h.

### **Booking Confirmation & Deposit:**

On acceptance of the booking, we will require either a deposit of 50% of the total amount due (other 50% should be paid 1 week before arrival) or credit card details and we will charge your credit card 7 days prior to arrival. All bookings will be confirmed by email.

### **Cancellation of your Booking**

Due to our size (only 4 rooms) and the personal attention we offer our guests, cancellations affect us greatly. Your credit card details or deposit is your commitment to us that you are reserving this room and our commitment to you that your room will be waiting for you upon your arrival.

Please be sure that you have read and understand our cancellation policy.

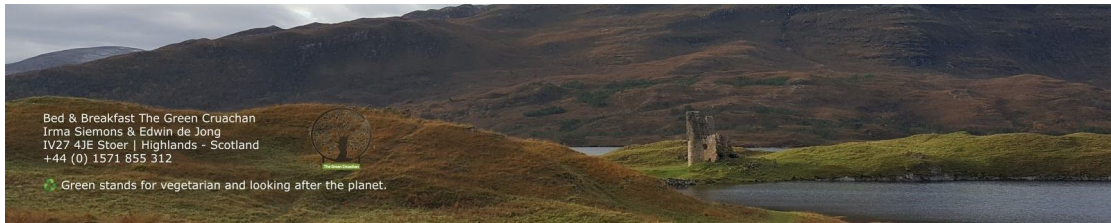
- Within 7 days of arrival or in case of “no show”, we will charge the full amount.

We strongly advise guests to take out holiday insurance to protect themselves should this happen. In the event of such a circumstance we will provide all the relevant paperwork for your insurance company to claim back any monies lost.

### **Payment**

Payment due should be made when you leave by either cash, credit or debit card. All credit card transactions are secure and no data collected is offered to third parties for any reason. All transactions comply to the relevant legal requirements at the time of the transaction.

### **Non-availability of Accommodation**



We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative accommodation, if we were unable to find suitable accommodation our liability would not extend beyond this point.

### **Acceptance of Dogs & Children**

We are Dog Friendly and your dog stays for free, but please let us know in advance. Sorry, we do not accommodate children under the age of 18.

### **Check In**

Our check in time is between 4pm and 7pm, outside these times we may not be there.

### **Late arrival procedure**

Please ensure you contact us to let us know if you will be arriving later than **7pm**, and inform us of your new estimated time of arrival. We do not normally accept guests after **8pm**.

### **Room Vacation**

We respectfully remind guests that The Green Cruachan Bed & Breakfast offers bed and breakfast and is NOT a hotel, therefore:

Please vacate your room by **10am**.

### **Rooms**

Eating take away meals in rooms is not allowed as they can leave after smells and can cause staining if the food comes into contact with bedding or carpets. We are happy to offer you a plate, fork & knife and a glass and eat in our cosy lounge .

### **Smoking**

In accordance with Scottish Law there is a no smoking policy in force at The Green Cruachan. Smoking in the garden is acceptable but please refrain from smoking close to the building.

There is a fire alarm system in operation and if this is set off by guests smoking anywhere in the house you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable.

### **Damages and Breakages**

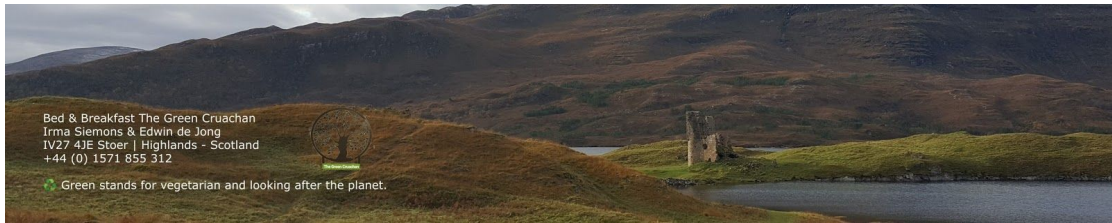
Please take care when staying in our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. We ask is that you do report any incidents when they occur. We do not normally charge for minor breakages, but we may charge you for repair or making good if the damage or breakage is significant.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

### **Links to Other Websites**

As a convenience to you, The Green Cruachan Bed & Breakfast makes every effort to ensure that the hypertext links from this website to other websites operated by other entities are relevant and provide useful information.



If you access any of these linked websites, you will leave the The Green Cruachan's website and you do so at your own risk: it is for you to take any necessary measures to guard against viruses and/or other destructive/corruptive bodies.

### **Data Quality**

The Green Cruachan is committed to providing a high standard of quality in the information it provides on this website and every effort has been made to ensure that this information is accurate and up to date. If you think that there are any inaccuracies or out of date information on this website please contact us by e-mail at [info@thegreencruachanstoer.com](mailto:info@thegreencruachanstoer.com)

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### **Privacy Policy**

Any data collected during the course of this booking will be stored on our computers. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

### **Legal Jurisdiction**

These Terms and Conditions shall be governed by and construed in accordance with the laws of Scotland. Any dispute arising under these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of Scotland.