

Lairhillock Lodge Online Booking Terms & Conditions

PLEASE READ THESE TERMS & CONDITIONS CAREFULLY

By using this website and Lairhillock Lodge online booking service you are agreeing to be bound by the Terms and Conditions detailed below which form the basis of your contract with Lairhillock Lodge. In the Terms & Conditions below, "you" and "your" refers to all persons named on the booking, which includes any individual(s) subsequently added or substituted at a later date. "We", "us" and "our" all refer to Lairhillock Lodge.

Please print and retain a copy of this Agreement for your records as it may occasionally be updated.

1. Making a Booking

By making a booking you are confirming that you are authorised to do so on behalf of all persons named and you are acknowledging that all members of your party agree to be bound by these Booking Terms & Conditions.

When your booking has been made a confirmation will be sent to you by email using the email address supplied. You should retain a copy of this confirmation for your reference. Booking confirmations are subject to the availability of accommodation at the Lodge.

You should carefully check the details of your confirmation as soon as you receive it. You must contact the Lodge immediately if any of the details are incorrect or incomplete.

We will always endeavour to rectify any inaccuracies or accommodate any alterations you wish to make to the booking. We cannot accept liability for any inaccuracies that are not brought to our attention within seven days of issuing your confirmation, nor can we accept responsibility for inaccurate information that you have supplied.

2. Paying for your Booking

All bookings made via Lairhillock Lodge's website, must be guaranteed with a credit or debit card – Visa, Mastercard, American Express, Maestro or Delta. No money will be taken from the card at the time of booking. The balance of the account must be made to the Lodge when you check in. Cash, cheques, credit or debit cards are welcome in settlement of your account. Cheques must be supported by, and within the limits of, a current service card issued by any major UK bank.

As a measure of fraud prevention you will be required to enter the three digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online.

Unless stated as part of your booking any additional items such as (but not limited to) the cost of external telephone calls, meals and drinks are not included in the price of your stay. If you

incur any such additional costs you must settle the sum involved prior to your departure from the Lodge.

All prices include VAT at the current rate at the time a payment is made.

3. VAT Invoice

A VAT invoice will be provided at the Lodge on departure.

4. Price Changes

Lairhillock Lodge reserves the right to increase or decrease the price of unsold rooms at any time. The price of room will be confirmed when your booking is made and, with the exception of any errors, we will not increase this price once it has been confirmed. We reserve the right to correct any errors in advertised and confirmed prices and will do so as soon as we become aware of an error. We will notify you of any price discrepancies relating to your booking should they arise, but we strongly advise you to check that the final price of your booking is correct before making your final confirmation.

5. Amendments to your Booking

You should notify us of any amendments to your confirmed booking by telephone or in writing (by post or e-mail to info@lairhillocklodge.co.uk as soon as possible. Amendments are subject to availability and those made outside the cancellation period (see below) may be subject to cancellation charges.

6. Cancellations Within the Cancellation Period

Our cancellation policy is 24 Hours prior to arrival. Should you wish to cancel a booking, you must telephone the Lodge directly.

7. Cancellations Outside the Cancellation Period

On all confirmed bookings cancelled outside the specified cancellation period, there is a Cancellation Charge equivalent to the total cost of the first night's booking value. This includes non-arrivals or instances where you cannot provide proof of cancellation if requested to do so. Your credit or debit card will be charged a Cancellation Charge, equivalent to the total cost of your booking.

8. Cancellations and Changes made by Lairhillock Lodge

In the unlikely event that the Lodge is unable to accommodate a confirmed reservation it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will tell you as soon as possible, offering a suitable alternative or a refund. This does not apply to minor changes or events during your stay, resulting from unusual or unforeseeable circumstances beyond our control.

We cannot be held responsible for cancelling your booking as a result of your failure to comply with any requirement of our Booking Terms & Conditions, and we cannot be held liable for any expenses, costs or losses incurred as a result of any change or cancellation.

If a guest or a member of your party behaves in a way that causes or is likely to cause danger, upset or distress to a third party or to the Lodge or guest property, we are entitled, without prior notice, to curtail the stay and request that the person(s) concerned leave the Lodge. No refunds or return travel arrangements will be made and we will not pay any expenses or costs incurred as a result of such curtailment.

9. Additional Requests

All additional or special requests are subject to availability and we cannot guarantee the provision for special requests. Any additional requests made should be prior to your arrival at the Lodge, giving reasonable advance notice.

10. Medical Conditions

If you or any member of your party has a medical problem or disability which may affect your stay, please call the Lodge to advise us so that we can make provision for the particular needs of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, the Lodge reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs.

11. Circumstances Beyond our Control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, terrorist activity (or threat of such activity), industrial dispute, disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with the Lodge.

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the Lodge Owner on demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions.

12. Complaints

If you are dissatisfied with any aspect of your stay you should bring the problem or issue to the attention of Mr Neil Ironside at the Lodge as soon as possible so that all reasonable efforts can be made to rectify the situation. If for any reason the issue cannot be resolved to your satisfaction you should put it in writing and send it to the owner, Mr Neil Ironside at the Lairhillock Lodge. Any complaints arising out of your stay at the Lodge that are not brought to the attention of the Lodge during your stay are unlikely to receive the same level of attention if made retrospectively.

Should you be dissatisfied with any aspect of the service provided by Lairhillock Lodge, you can bring it to our attention by writing to: Mr Neil Ironside, Lairhillock Lodge, Netherley, Stonehaven, Aberdeenshire, AB39 3QS.

Complaints brought to our attention will normally receive a response within 7 working days.

13. General Information

Accommodation: As a minimum, all bedrooms feature a private en suite bathroom, colour television, tea/coffee making facilities and direct dial telephone.

A complimentary breakfast is included within the price of your room unless otherwise stated.

Checking-in: Your room(s) will normally be available after 2pm. If you plan to arrive later than 6pm, please inform the Lodge directly by calling the number given on your booking confirmation.

Parking: We have free car parking at the Lodge, and there is no requirement for you to pre-book a car parking space.

Pets: With the exception of guide dogs, no pets are permitted in the Lodge. Guests are liable for any damage caused by their pet.

Accuracy of information on this website: Whereas we endeavour to ensure the information contained within this website is as accurate as possible, there will inevitably be instances where information may be incorrect or out date. It is always advisable to check specific details that may be relevant to your booking prior to making that booking. We reserve the right to amend or remove information at any time and do not accept responsibility for keeping copies of any amended or deleted information.

14. Insurance

It is your responsibility to ensure that any insurance cover you have provides adequate cover for your needs and for the duration of your stay.

15. Our Liability to You

We accept liability for, and totally restricted to, services booked via the Lairhillock Lodge website in accordance with the Booking Terms & Conditions current at the time of booking. We cannot accept any other form of liability.