

Pucks Lodge Terms & Conditions

COVID-19 UPDATE

By coming to stay at the property you confirm that you have not displayed any symptoms of COVID-19 within the last 14 days , nor to the best of your knowledge have been in contact with any infected persons in the last 2 weeks.

Should you exhibit COVID-19 symptoms while staying at the lodge please make arrangements to return to your residential home safely and advise us immediately so we can quarantine the property.

Enjoy your holiday but please respect the local community by following the Scottish Government Guidelines for COVID-19 and continuing to adhere to the social distancing guidelines and hygiene principals.

General

1. All terms quoted are the basic price per week, or short break, for the lodge equipped as described. The lodge is to be used solely for its purpose as holiday accommodation.
2. These terms will apply unless otherwise agreed in writing.
3. All prices are inclusive of bed linen.
4. There is an additional charge for electricity which is charged at the current hydroelectric tariff. The meter will be read on arrival and departure.
5. Guests are liable for payment for any damage or breakages.
6. We are not liable for any loss or damage to the guest or guests' property howsoever caused
7. The lodge must be locked securely when unoccupied.

Arrival/Departure Arrangements

8. Lodges are available for your occupancy from 4pm onwards.
9. You must vacate the lodge by 10.00a.m. On the day of departure. Late departures will be charged an additional day
10. The lodge must be left in a clean and tidy condition. Guests will be liable for additional charges if extra cleaning is required.

Deposits

11. A deposit of £100 is required at the time of booking.

Bookings

12. When you submit a booking via our online reservation system you will receive an automatically generated booking summary by email to the email address you provide in the booking form. This does not form a contract between us. A contract shall only arise when your booking is subsequently confirmed in writing via a letter of confirmation sent to you by post or email.

13. Our receipt of your booking form, or telephone agreement, together with the deposit constitutes agreement of all the terms and conditions.
14. Occupation should not exceed number of people provided on the booking form. The lodge accommodates a maximum of 6 people.

Payment

15. The balance of payment is due 6 weeks before arrival. All bookings made within 6 weeks of arrival must be paid in full at the time of the reservation.

16. A separate payment of £60 will be added to the cost of booking the lodge. This will be returned in full at the end of the holiday as long as the lodge is in clean and tidy condition, no damage or breakages have been incurred, electricity payment has been left and keys are returned.

Cancellations

17. Payment will not be refunded if a holiday is cancelled unless we are able to re-let the lodge. We strongly recommend that you take out insurance to cover the unavoidable cancellation of your holiday.

Availability

18. The booking is made on the understanding that the lodge will be available for your let. However should this not be possible for reasons beyond our control, e.g. Fire, damage, etc we would return your payment in full and you would have no claim against us. We are also unable to accept responsibility for any unforeseen problems arising during the holiday which are beyond our control but will take all reasonable steps to ensure such problems are rectified as quickly as possible.

Admission and Eviction

19. In the unlikely event of unreasonable behaviour or disturbance, we reserve the right to cancel your holiday and ask that you leave the lodge. We will refund pro-rata for the remaining days of your holiday, less the cost of any damage or other losses

20. We reserve the right in special circumstances to enter the property during your occupation.

Vehicle Parking

21. There is private parking adjacent to the lodge. All vehicles and their contents are parked at the owners' risk.

Dogs and pets

22. Well-behaved dogs are welcome by prior arrangement at a rate of £15 per week.

23. Pets must not be allowed on furniture or beds. Within the site dogs must be kept on a lead, under control, and must not be allowed to foul.

Smoking

24. Smoking is not allowed inside the lodge as it would invalidate our insurance.

COVID19

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