

## Booking Terms & Conditions – We hope you enjoy your stay

The terms 'we', 'our' and 'us' mean **Ardgay Glamping Pods**.

None of us really like to read terms and conditions but they're here for a reason, and that's to protect you and us. This is a legally binding contract between the property owners of Ardgay Glamping Pods and the holidaymaker. By booking with us, it will be considered that you have agreed to all the below Terms & Conditions.

### Booking/Payment Policy

We can only accept bookings from persons over 18 years of age. The holidaymaker is the person who in the case of online booking, the person who makes the online payment. This person is responsible for ensuring all members of the holiday party accept and adhere to these terms and conditions. The holidaymaker is also referred to as "you".

To secure your reservation full payment is required at the time of booking.

### Good House Keeping

Smoking and use of naked flames i.e. candles, gas stoves etc inside the Pods will constitute a breach of GHK.

### Accommodation

The Pods sleep up to a maximum of 2 Adults and 2 Children (16 & under) or 3 adults and your booking is accepted on this basis.

### Linen

Duvets and Pillows are provided. Fresh linen is also provided and is included in the tariff. A change of linen is supplied weekly during multi week holidays. **Towels are provided but we ask that these are not removed from the property so we ask you to bring your own beach or outdoor activity towels.**

### Pod Rules

To care for our Pods, we request guests not to wear muddy boots or shoes inside. There is a boot box situated at the rear of the pods. No cooking or fires are permitted on the wooden decked area. No smoking or e-cigarettes inside the pods or on the wooden decked area. Use the designated cigarette bin nearby for disposal.

### Cancellations

We strongly advise you to take out suitable holiday insurance. Please see cancellation terms on the booking site.

We cannot be held responsible for any unusual or unforeseen circumstances, including delays, adverse weather conditions or breakdowns, which are beyond our control.

We always do our best to limit changes to your holiday during your stay, however we cannot

accept responsibility nor compensate for circumstances such as \*force majeure. \*Force Majeure means circumstances beyond our control including (but not limited to) industrial disputes, natural disasters, fire, technical problems, bad weather and acts of government.

It would be useful to bear this in mind when booking with us over the winter months as refunds will unfortunately not be given due to adverse weather conditions.

## Guest Responsibility

We ask all of our guests to please remember there are other guests staying in the adjacent Pod and ask you to be courteous and respectful at all times, and keep noise levels to a minimum after 10pm. Please keep the Pod secure when unoccupied and all electrical items are turned off.

Parents are responsible for their children, and children must be supervised at all times.

You are responsible for the property during your stay, and it should be left in the same condition at the end of your holiday that you found it in on your arrival, with all furniture, fixtures, fittings and effects etc remaining in the property, as at the commencement of your holiday. The property owners retain the right to make an additional charge for cleaning should the property not be left in a similar condition to the way it was found at the start of the holiday.

Any accidental damage or breakages should be reported to the property owners (or their representative) prior to departure. The property owners retain the right to make an additional charge for damage and breakages although it should be noted that minor breakages and reasonable wear and tear (in the opinion of the property owner) will not be charged for. We ask that no attempt should be made to repair or replace items. We will make contact with you directly regarding any unreported issues warranting any applicable charges within 12 hours of returning the keys to us at the end of your stay.

We cannot accept any responsibility for personal injury to you as guests or holidaymakers, or loss or damage to your property or for other matters over which we have no control.

By accepting and booking, you agree to accept responsibility for the physical wellbeing of you and your party, indemnifying us from all responsibilities, blame and consequences, direct and indirect however arising, should someone injure themselves at our premises or in using any articles provided at Ardgay Glamping or inconvenience themselves in any way.

## Access

Ardgay Glamping Pods reserves the right to reasonable access of the property at any time for emergency maintenance etc. If a Pod is left in an unsatisfactory condition or damaged in any way, we reserve the right to determine the amount of deposit refunded.

## Arrival and Departure Times

Entry is from the agreed arrival date from 15.00 hrs. We ask our guests to vacate the property by 10.00 am on the agreed day of departure.

## Non-Availability at Ardgay Glamping Pods

If for any reason beyond our control, for example fire damage, the Pods are not available on the date booked, all monies paid will be refunded in full and we will not be liable for any further claims.

## Losses or Damages

Guests have a legal liability to pay for any damage you may cause to the property and grounds during your holiday. The property is insured in respect of the usual risks covered by our buildings and contents policy. However, in certain circumstances, if you should cause any loss or damage by negligence, you could become liable and you would probably not be covered by the personal liability section of your own household policy.

**Our insurance does not cover your personal possessions. You would therefore be well advised to check on these points with your insurers and you may find that, providing they are given notice, they will extend your normal cover to include your holiday home.**

## Campfires/Barbeques

- Outdoor fires and barbeques are only permitted in the designated BBQs & fire pits.
- No Chinese lanterns or fireworks.
- **The fire pits must never be moved, and especially into or near the Pods.**
- Please be aware that open fires are a hazard, particularly near wooden buildings and you should therefore use them responsibly. A lit fire must never be left unattended.
- **WE DO NOT ALLOW GROUND FIRES.**

## Smoking

There is **absolutely** no smoking (including e-cigarettes) permitted either in the Pods or on the decking. Guests are free to smoke outside of the property. Please ensure you put all cigarette ends in the cigarette bin provided.

**We will make a charge of £250 for intensive cleaning** if there has been any smoking inside the property during your stay. We would ask all of our guests to respect our wishes on this sensitive issue.

- No naked flames are allowed inside the Pods at any time.

## Miscellaneous

Whilst every care is taken to provide a true and accurate description of the property, over time, alterations are made and some things do change. The holidaymaker accepts that no refunds are available for such discrepancies.

The property owner is entitled to ask the holidaymaker to leave the property without any refund if, in the property owner's opinion, the behaviour of the holidaymaker and/or his/her party is unacceptable.

The property owner reserves the right to refuse entry to anyone, who in the property owner's opinion is not suitable to or capable of taking charge of the property.

The property owner reserves the right to ask the holidaymaker and their party to leave the property, without refund, should the behaviour of the holidaymaker and/or their party be considered by the property owner to be unreasonable.

## Complaints Procedure

Every endeavour is made to ensure your stay with us is memorable for all the right reasons. However, we do recognise that from time to time things do go wrong. In these circumstances, it is the responsibility of the holidaymaker to make any such problem known to the property owners (or their representative) immediately it becomes apparent, thereby giving the property owners the opportunity to correct the situation. Unless this procedure is followed, no subsequent claim will be entertained.

We take all comments from our guests seriously and in the unlikely event that you wish to make a complaint you can contact us by phone or email and we will respond as soon as possible. We will try to resolve any issues as soon as is reasonably practical.

## Liability

We accept no responsibility for any loss or damage that may occur to your car or associated property whilst at Ardgay Glamping Pods.

## Data Protection Act 1998

Any personal contact data requested & collected is solely for the satisfactory completion of the transaction between you as the holiday maker(s), and us as supplier of the premises. Your information is never provided to any other party or entity, and is only used in strict accordance with the UK Data Protection Act.

## Law

Scottish law will prevail.

## Discrepancies

In the case of a discrepancy between these Terms and Conditions and any other information about Ardgay Glamping Pods, these Terms and Conditions shall prevail.

If you have any other queries regarding your stay please contact Ardgay Glamping Pods directly on [info@ardgayglamping.co.uk](mailto:info@ardgayglamping.co.uk) or Tel: **07743792327** or **07900635781**