

Please:

- **read in full this booking contract, which contains important information you need to consider before you book.**
- **note that you must be over 21 to make a booking.**

1. BOOKING

Bookings are only accepted and confirmed on receipt of a minimum deposit of 30% of the total cost, plus a transaction fee, where applicable; your deposit is a non-refundable booking fee covering the administrative costs we incur in processing your reservation. Transaction fees (if any paid at the time of booking for PayPal transactions) cannot be refunded.

For direct bookings and those made via TripAdvisor - The outstanding balance is due 8 weeks prior to arrival. If a reservation is made less than 8 weeks before arrival, the full payment is due at the time of booking. Non-payment of the outstanding balance by the due date will be treated as a cancellation and we may re-let the property. Airbnb and Booking.com booking terms differ – please refer to Airbnb and Booking.com booking conditions.

A contract (our agreement) is formed when we receive the Required Payment and you have received a Confirmation. This will be deemed to be 24 hours if sent electronically and within 10 days if sent by post. If you do not receive a Confirmation within these timescales, please contact us immediately.

Required Payment means either the required deposit or the full amount due for your break.

Your Reservation

Our agreement with you binds you, the person named on the Confirmation, and all members of your party, including children. You must ensure that all members of your party are aware of, and accept, all of this agreement. Our agreement continues until the last member of your party has left the accommodation site. Your reservation should be for holiday purposes only, unless otherwise agreed in writing. Our lodges should not be used for any special event (including for stag parties, hen parties, weddings, etc.) without prior discussion and written agreement by Holidays at Moniack. Additional charges may apply.

You must be 21 years or over when you book this accommodation and must be part of the group occupying the premises.

The numbers in your party must never exceed the stated lodge capacity except by prior written agreement. The rental property is not, under any circumstances, to be sublet to another party. If you do so, we can refuse to hand over the property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances. Any refund will be at our sole discretion. Lead guest address, contact and party information will be required for all bookings - a link to our guest registration form will be issued upon booking, where required.

2. CARE OF PROPERTY / DAMAGE, ETC.

We do not require any cleaning or dilapidation deposits as security; all guests agree to take good care of our lodge and leave it in good condition (with the exception of dirty linen and normal cleaning) and fit for occupation by the next guest i.e. before guests leave we would ask them to please ensure that the bins have been emptied, washing up has been done and that the lodge is left in a tidy state. We ask that guests report any damages or breakages to us as they occur to enable us to make repairs / replacements for their own comfort and safety and, also, for the comfort of incoming guests.

We do not as policy charge for small accidental loss (e.g. wine glass or similar) but we reserve the right to recover larger losses, or any cleaning (other than normal cleaning), at cost in consultation with the guest as per the booking contract.

Whilst staying at the lodge, please;

- use the clothes horse provided indoors for drying purposes; do not place towels, clothes or any other item on the electrical appliances - this would be a fire hazard.
- do not place wet items on chairs or other furniture. A washing line is provided for outside drying.
- take all waste and recycling to the disposal area, prior to your departure (please rinse bottles and cans before disposal).
- put NO clogging objects i.e. tampons, sanitary towels, nappies, etc., into the toilets or drains.

Please Note: We operate a no smoking policy, in our lodges; if our guests are found to be in breach of this policy, we can require them to leave the lodge - we will treat any of these circumstances as a cancellation of the booking by you and we shall be under no obligation to refund you for any fees already paid to us in those circumstances.

Behaviour and compliance with this agreement

In the interests of others, guests must ensure that there is no unreasonable amount of noise in and around their lodge, particularly late at night.

You are responsible for the behaviour of all members of your party.

Children's supervision & parental responsibility

There must be at least one capable and responsible adult over the age of 21 in each lodge.

You are responsible for the supervision of all members of your party under the age of 21; this is particularly important within the woodland grounds and, especially, when close to waterways.

3. ARRIVAL/DEPARTURE TIMES

The occupancy period commences at 4pm on day of arrival; if you anticipate being much later than 4:30pm, please contact us to let us know and to make alternative arrangements for entry/key collection, if necessary. If you fail to do so, you may be unable to gain access to the property. Please do not arrive early. If you have any problems with/queries about your accommodation, or if you are lost or running late/have travel difficulties, please do not hesitate to get in touch with us on one of the following numbers;

Antonia: 07769 923637; Richard: 07990 722019; Home/Office: 01463 831574

The occupancy period ends at 10am on the day of departure; it is particularly important that the departure time be observed, so that Housekeeping has sufficient time to prepare the property for the next guests. On departure the lodge should be locked and all windows shut. If we are not available at the time of your departure, please post all keys through the letterbox.

4. NON-AVAILABILITY OF PROPERTY

We hope that we do not have to either cancel or adjust your reservation in any way: however, as unforeseen problems do occur, we would contact you immediately to discuss any proposed cancellation or adjustment.

In the unlikely event that the lodge becomes unavailable due to reasons beyond our control an alternate date will be offered - should this not be acceptable, or if no alternative is available, all monies will be

returned in full. Holidays at Moniack will not be liable for any loss, expense, inconvenience or further cost from such unavailability and the guests shall have no claim against them.

5. LIABILITY

Holidays at Moniack does not accept any liability in respect of loss or damage to the guests, their property, baggage, car or contents, save to the extent that such loss or damage arises as result of the negligence of Holidays at Moniack or their respective employees, agents or sub-contractors.

6. CANCELLATIONS BY YOU

Should you have to cancel your holiday for any reason, please let us know immediately in writing.

For direct bookings and those made using TripAdvisor, cancellation charges are as follows:

Should you cancel within 8 weeks of the arrival date no refund will be made.

Please note: Transaction fees (i.e. PayPal fee, if any) cannot be refunded.

Please refer to Airbnb cancellation charges and conditions, for bookings made using these booking channels.

Cancellation Protection

We strongly recommend that you use holiday cancellation insurance to cover the cost of your holiday. This will provide you with peace of mind if an unforeseen event forces you to cancel your holiday.

7. DATA PROTECTION

Any personal information or details provided by our guests may, from time to time, be used to contact you with special offers or information about Holidays at Moniack. If you would prefer not to receive any of this information please contact:

Holidays at Moniack, Ravenscroft, Milifiach, Kirkhill, Inverness, Highlands. IV5 7PH

Tel: 01463 831574 / 077699 23637 or Email: holidays@moniack.com

8. ELECTRICITY

Is provided in the price of the accommodation –

Fuel is included in the lodge rental cost; our heating systems will be set on timers for certain periods of the day to keep the lodge acceptably comfortable in all seasons. A booster facility, to top up heating if required, is available.

9. FACILITIES

Affleck Lodge - Kitchen - Free-standing electric oven and hob, fridge with ice box, microwave, toaster, washing machine; Open plan living/dining area – wireless internet modem (WiFi), digital flat screen TV with integrated Freeview including radio, DVD player, Hudl tablet and standard HDMI lead, comfortable seating for four, dining table and four chairs; Bathroom – bath with over bath power shower; Bedrooms – 2 x king-sized bedded rooms (one bed can be split to form two singles, on request), with wardrobes, dressing table, dressing table; Outside - picnic bench; Other - iron, ironing board, vacuum cleaner, hairdryer.

Smithywood Lodge - Kitchen - oven and gas hob, fridge with ice box, microwave, toaster, dishwasher, washing machine; Open plan living/dining area – Mosrø wood-burning stove (fuel included), wireless internet modem (WiFi), digital flat screen TV with integrated Freeview including radio, tablet, comfortable seating for four, dining table and four chairs; Bathroom – shower, toilet and wash basin; Bedrooms – 1 open plan room with superking-sized bed, with wardrobe, dressing table, bedside tables; Outside - picnic bench; Other - iron, ironing board, vacuum cleaner, hairdryer.

WiFi

Wireless internet access is not guaranteed and is provided subject to third party terms and conditions. The facility is not subject to any particular security/filtering measures and requires continuous parental supervision when used by children. We reserve the right to disclose your name and address to our internet service provider if we discover that you or a member of your party illegally downloaded content from the internet or otherwise engaged in unlawful activity whilst using this facility.

10. IMPROVEMENTS AND MAINTENANCE

As we continually improve our facilities you may find that:

Maintenance work or housekeeping tasks are undertaken in and around your accommodation during your stay, although in such circumstances we try to minimise any inconvenience;
Different equipment is provided to that described on our website or in other communications.

11. INVENTORY

Full lodge inventory available in each lodge.

12. LINEN

Bed linens, towel sets, tea towels and a bath floor towel are provided, free of charge.

12. PARKING

Car parking for two cars is available beside each lodge.

13. WELCOME PACK

The following provisions are provided in a small quantity: washing up liquid, washing tabs, cleaning fluid, soap, toilet rolls, kitchen roll, salt & pepper, oil, tea, coffee, sugar, milk.

14. DOGS WELCOME!

The Scottish Highlands is a great place to take a dog on holiday, with so many choices for walking, especially Reelig Glen woodland walk, just on the doorstep; we are happy to welcome up to two well-behaved dogs to stay in our lodge.

Up to two dogs will be accepted by arrangement - there is no charge for dogs.

We have had some great reviews from previous guests - most mention that our lodge was very clean and well presented upon their arrival; we'd like your help in maintaining this high standard – therefore, if you are bringing your pet on holiday, we ask you to respect these few simple, common sense requests:

- Please ensure that your dog has been properly treated for fleas, worms and kennel cough, as appropriate, before you arrive – be aware that ticks may be present in the area;
- Please bring your dog's bedding for use inside the lodge – we will provide a rigid plastic dog bed for use during your stay;
- Please **keep your dog off the furniture and out of the bedrooms** – your dog must sleep in the bed provided;
- Please don't leave your dog unattended in the property or garden – your dog **must** be kept on a lead and supervised when in the garden grounds;
- **Any fouling in the lodge grounds or surrounding areas must be removed by owners immediately and disposed of in the bin provided** - to ensure that future guests do not encounter dog waste,

particularly children when playing in the garden grounds. We will provide poo bags for use during your stay;

- **Please ensure that you have cleaned down and dried your dog following exercise, before entering the lodge;** clean dog drying towels will be provided for use during your stay;
- Please clean up any residual mess and pet hairs, including in the garden, before you leave - please leave the lodge and garden grounds as you would expect to find them, with the exception of dirty linen/towels and general cleaning – no obvious signs of dog, pet hair, etc. should be present when you depart.

NOTE: Some of the garden walls may be low enough in height that dogs may be able to jump or climb over them and the water-side boundary is not fenced, so dogs may be able to venture out into neighbouring gardens and the road and onto the adjacent fields which are used for sheep farming; therefore, dogs **must be supervised and kept on a lead** when in the garden - please observe the country code during your stay in the Scottish Highlands, especially in respect of livestock and farmland.

You are responsible for the safety of your dog and for ensuring that your dog does not cause damage to any furniture, fixtures, fittings or structures within the boundaries of the property.

Remember to bring your dog's food, bowl, collar, lead and bedding – we will provide a rigid plastic dog bed for your dog to sleep in during your stay, a water bowl, clean dog towel; to help you to ensure that your dog does not enter the lodge wet or muddy after exercise, poo bags and a welcome treat!

Moniack Lodges

Correspondence to: Ravenscroft, Milifiach, Inverness. IV5 7PH

Tel: 01463 831 574 / 07769 923 637

Email: holidays@moniack.com