

# COVID-19 Additional Terms & Conditions

For information on our general Terms & Conditions, please see our Booking Contract page.

In light of COVID-19, we have introduced the following changes to various sections of our Booking Contract for the foreseeable future. See below for the relevant sections that have been amended:

## **CONTACT DETAILS – COVID-19**

The Scottish Government has issued guidance to support customer and visitor data gathering for businesses and other establishments to assist contact tracing as part of NHS Scotland's Test and Protect system.

This guidance, which comes into effect from 15 July, is a tool to support customer and visitor data gathering for businesses and other establishments in Scotland. Particularly where the nature of the premises means there is a higher degree of interaction between unknown individuals, therefore potentially increasing risk of transmission of COVID-19.

The details we are required to collect are as follows -

### **Customers and visitors**

- **The name of each customer or visitor, or when attending as a small household group, the contact details for one member of that group – a 'lead member' – noting the size of the group**
- **A contact phone number for each individual, or for the 'lead member' of a small household group**
- **Date of visit and arrival and, where possible, departure time**

A registration form will be sent out to you before your stay at Moniack Lodges – you will be required to complete and return this information prior to your arrival at Moniack Lodges. Your data will be held in accordance with the Data Protection Act 1998.

## **BALANCE PAYMENTS - COVID19**

Due to the uncertainty regarding COVID-19, we appreciate that many people may be unsure about paying balances 8 weeks prior to their holiday. With this in mind, we have decided to deviate from our usual terms by moving the final payment date to just two weeks before you are due to arrive for all bookings up to the end of 2021. We have also reduced the no-refundable deposit down from 33% to £25 per booking, per chalet.

## **CANCELLATIONS - COVID19**

In light of COVID19, the following caveat will apply regarding cancellations.

1. If we are open for business any cancellations made by guests for whatever reason, other than a positive test for Covid19 (see below), will be subject to our usual Booking Contract. We hope, in these circumstances, your travel insurance will reimburse you (**we do highly recommend that travel insurance is taken out at the time of booking**). We are, of course, happy to supply any documentation needed in order for you to make a claim.
2. With the government's new Test & Trace service now in operation, anyone who falls ill prior to their holiday with COVID19 symptoms who tests positive, or who has been in contact with someone who has tested positive, must self-isolate for 14 days. Therefore, you must contact us immediately to cancel your holiday and not travel to Moniack Lodges, to protect the safety of others and our local community. You will not be permitted to isolate at Moniack Lodges.
3. As a good will gesture, in these circumstances only, we would deviate from our usual terms and offer you the opportunity to move your dates to another time within the next 12 months, subject to availability. Depending on the cost of the new booking, you may have to make an additional payment or you may receive a partial refund. Your deposit will be transferred to the new booking which will then be subject to our usual terms and conditions. We would, however, need to see written evidence of confirmation of a positive test or direct instructions to isolate.
4. If anyone in your party falls ill with COVID19 symptoms during your stay, you must contact us immediately, vacate the property and return to your main residence to isolate in line with [Government Guidelines](#). You will not be permitted to isolate at Moniack Lodges. We cannot offer refunds if guests cannot complete their stay - early departure does not warrant a rental decrease.
5. If a guest cannot reasonably return home (for example, because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow [Government guidance](#) on dealing with possible or confirmed coronavirus (COVID-19) infection.
6. If they are too unwell to travel, they will be liable for the additional rental for any longer period staying and costs of any subsequent cancellations incurred.

7. **We urge guests to ensure they have adequate Travel Insurance**
8. If we are forced to close by the government when your holiday is due, again we would ask that you consider moving your dates until later in the year or into 2021 as detailed above.
9. If this is not possible then we would ask you please, first, to check your travel insurance policy to see if you are covered and would ask you make a claim to cover monies paid.
10. If either option is not possible, if we are unable to offer you a holiday due to enforced closure, as per our normal Terms and Conditions, we will of course refund your money.

### **THE RENTAL PERIOD - COVID-19**

To enable us to ensure the property is cleaned and sanitised to highest possible standards in line with government guidelines for every stay, we respectfully request that guests staying in **Moniack Lodges** do not arrive before **5pm** and to vacate the property by **9.30am** on the day of your departure. We hope this won't impact too much on your holiday.

### **GUESTS RESPONSIBILITY - ADDITIONAL COVID-19 PROTOCOLS FOR GUESTS**

Your cottage will be thoroughly cleaned to our usual high standard, however, in line with government guidelines and the risks posed by the current COVID-19 pandemic, additional sanitisation has been implemented to protect guests and cleaners. We have therefore introduced additional protocols for guests. Details of our enhanced sanitisation protocols for guests will be provided prior to your stay.

### **FURTHER INFORMATION - COVID-19**

Please note that due to COVID-19, leaflets and guidebooks have been removed from the property, along with our Guest Manual. Guest Manual information will be available on our website or will be emailed to you prior to your arrival.

### **DAY OF DEPARTURE - COVID19**

In order to comply with government guidelines on opening, we have had to incorporate some additional routines for guests to follow on their day of departure. Details of the additional routines will be provided prior to your stay at Moniack Lodges.

### **UPDATES TO TERMS - COVID19**

These terms are subject to change as the government amends their advice and regulations.