

# Booking Terms and Conditions

Here at Corrie Glen B&B, we are a husband and wife team providing bed and breakfast accommodation from our home and our aim is to ensure you have a most enjoyable stay with us. We do not employ staff and do not have a 24 hour reception desk, and so to ensure smooth and efficient operation for the benefit of all guests, we do have some terms and conditions which we require guests to read through in full. The main thing that we ask, it that you respect that Corrie Glen is our home, and that you respect and consider all guests that are staying with us. By proceeding with a reservation, you will be deemed to have fully read and understood our terms and conditions as detailed below. These Terms and Conditions are for all bookings made direct to us through our own website or by phone. If you book through other booking medium T&C's may differ.

## Deposit

Upon taking your booking we ask for a deposit, which is non refundable. The amount we ask for is dependent on the length of your stay. Please see our Cancellation policy below. Deposits can be paid by cheque, bank transfer or Paypal. The balance of your stay is then payable on departure in cash.

## Arrival

**Check-in to your room is available between 4pm and 7pm on your day of arrival.**

Before 4pm and after 7pm, we have various personal commitments and therefore cannot guarantee to be at home outwith these times. We are a small B&B and as mentioned we do not have a 24 hour reception. If you think you may arrive later we ask that you inform us in order that we can make other arrangements. Our latest check in time is 10pm.

## Departure

**Check-out is by 10am on your departure day.**

## Acceptance of Children

As we do not have any family rooms, we are unable to accommodate children sharing beds with parents and infants in travel cots. Children are welcome but must occupy a room of their own at the appropriate room rate.

In order to comply with Planning and Fire Safety regulations and our home and business insurance, we are permitted a maximum of 2 occupants in each of our 3 letting rooms, ie a maximum of 6 guests in the B&B at any one time, therefore we are unable to make any exception to this policy.

## Cancellation

As we are a small business, you will understand that cancellations have a significant impact on us. The tourist season is short, and because of this, we have to adopt a cancellation policy that ensures our B&B remains viable as a business and remains open for guests to enjoy in the future.

The majority of visitors to Aberfoyle, book many months in advance, and we do not get many requests

for accommodation with only a few weeks to a proposed arrival date. We are also in a quiet location just outside of the village, and so passing trade is minimal. In accepting your booking we may subsequently have turned away many other requests for the same period.

With that in mind, we recommend that you consider taking out travel insurance, to cover the possibility of you having to cancel or curtail your holiday.

In the event of a curtailment to the number of days you wish to stay during your stay, the full cost of the original booking will still be chargeable on departure. ***E.g. if you have booked for three nights and you wish to cancel one of those nights, we will continue to make a charge for a 3 night stay.***

We will always confirm any booking cancellations by sending you an email. A booking should only be considered as cancelled when you have received a confirmation email from us. To make it absolutely clear that we are aware of your intentions, we suggest you phone us with any requests for reservation cancellations.

## **Booking Amendments**

If you require an amendment to a confirmed booking – your initial booking will be cancelled in its entirety. We will then assess your new booking request as a brand new request. We do not accept bookings that are changed to someone else staying with us. These new guests must book with us directly.

## **Cancellation of your reservation by Corrie Glen**

Your reservation at Corrie Glen B&B will only be cancelled by us in exceptional and unforeseen circumstances. In the event that we do need to cancel your reservation, then we will notify you as soon as practicably possible, and will endeavour to provide you with alternative accommodation recommendations in the local area. We will however not be responsible for any losses or increased expenditure by you in securing alternative accommodation elsewhere.

## **Pets**

For the benefit of all guests who come to stay with us in our rooms, we are not able to accommodate your pets within our home. We do have dogs ourselves, although they are not allowed in the guest areas of our home. However dogs are welcome at our self catering cottage nearby. Please visit [www.lomondviewcottage.co.uk](http://www.lomondviewcottage.co.uk) for more details.

## **Non Residents**

We operate a strict policy on non-resident guests. Under no circumstances will any person(s), not accepted by us as paying guests, be permitted to join you either in your room or in the public areas in our home as this person(s) will not be covered by our Public Liability Insurance.

## **Food in rooms**

We do not mind guests who want to have a picnic or a take away but we ask that these are consumed either in our conservatory or outside in the garden sitting area.

## **Car Parking**

A car park is available for guests' use beside the house. Cars parked here are at owners risk.

## **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

## **Outdoor Equipment**

Large items of outdoor equipment are not permitted to be taken into the guest bedrooms. We have a spacious storage area available for outdoor equipment, such as bikes, golfing equipment, canoes, wetsuits, parascending rigs etc.

## **Damages and Breakages**

Please take care when staying at our home. All of the fixtures and fittings are our own personal possessions and we ask that you respect them. It is not, for example, acceptable to polish your shoes or muddy boots with our towels.

Whilst we do appreciate that accidents can happen, we do have to maintain the high standard of our rooms for all guests.

You are responsible and liable for any breakages or damages, which you cause to the room or its contents (accidental or deliberate). This includes spillages of food and drinks on bedding and carpets. We ask that you report any incidents as they occur. If there are any spillages on the carpets or bedding, please let us know immediately so we can hopefully clean them up quickly without them becoming ruined. All damages and breakages must be paid for before your departure. If you depart and do not notify us of any damages or spillages, we will charge your card retrospectively for these damages. If we find that a room requires excessive cleaning after you have departed, we reserve the right to make a charge to cover the additional cleaning time required.

In the event that you lose the door keys given to you whilst you stay with us, a charge will be made to cover replacement locks, as we always replace the door locks to maintain the security of our home.

## **Smoking**

We operate a strict non-smoking and a non-vaping policy throughout the building.

## **Baggage Transfer services**

If you intend to use the services of a baggage transfer service if for example you are walking the Rob Roy Way, please let us know when you book.