

Terms and Conditions of Cairndruie, Tighguish, Tighaline and Avondruie, Inverdrue, Aviemore, PH22 1QH

1. AVAILABILITY – The booking is made on the understanding that we will make the accommodation and amenities available to you on the dates stated. Should this not be possible due to events beyond our control we will endeavour to provide alternative accommodation. Should no other accommodation be available to you at that time we will offer you alternative dates or refund of your accommodation rental, but you will have no other claim or remedy against us.
2. METHOD OF PAYMENT – payment shall be by Debit Card or by electronic bank transfer.
3. PAYMENT - A deposit of 25% of the total rental is payable from your card to secure a booking; the remainder will be debited by us from your card, or you must transfer electronically if this is your chosen payment method - six weeks before arrival.
4. SECURITY DEPOSIT –
The proprietors shall hold the guest's card details as a security.
The proprietors shall deduct the cost of any damage or extra cleaning costs incurred during the stay.
This deposit does not limit the Client's liability to the Owner.
The house must be left in a satisfactory condition with only 'general' cleaning being required.
For 'stag' or 'hen' parties, the proprietors may deduct £500 from a credit card; if so, this shall be returned in full - following confirmation that the house has been vacated in an acceptable state:
ie: all furniture in its proper place, all crockery, cutlery and post/pans in proper place.
Excess bottles/cans etc taken to the recycle (Tesco or Recycle Centre north of Aviemore))
This deposit does not limit the Client's liability to the Owner.
If you have any questions regarding the security deposit, please call Hazel on 07714500586.
5. CANCELLATION – In the event of cancellation the deposit is non returnable and the following scale of charges will apply;
Up to 6 weeks – deposit only
Within 6 weeks: Christmas & New Year weeks – 100% of total holiday costs.
All other weeks - 6-2 weeks – 50% of total holiday cost
2-0 weeks – 100% of total holiday cost
At the discretion of the owners, full refunds shall be made if the property is re-let for the period concerned. All cancellations must be notified in writing by the client and received by the Owner before the cancellation charges are confirmed. We strongly recommend that you take out holiday insurance which includes cancellation expenses.
6. KEYS – Following key collection, it is the key holder's responsibility to meet up with the remainder of the party. 2 keys are issued per booking. Both keys must be returned, failing which the guest will be liable for the cost of replacement - £30.00 per key in Cairndruie, Avondruie and Tighguish, and £30 per key in Tighaline (special security key which has to come from the supplier).
7. TIMES – On the day of arrival occupation can be expected by 4pm but not guaranteed. On the day of departure accommodation must be vacated by 10:00am. Upon request, we may be able to allow guests to arrive earlier, or stay later, provided there are no departing or incoming guests on the day concerned, and subject to this being acceptable to the cleaning company.
8. LATE –ARRIVAL - Please notify us if you intend to arrive after 7pm.
9. OCCUPANCY – Only those persons listed on the booking form may occupy the accommodation. If this condition is breached then we have the right to terminate, vary or reallocate the accommodation where all material facts are not disclosed. If the customer alters the confirmed arrangements an amendment fee will be charged. Any unauthorised extension of stay will be charged at the full daily rate. The accommodation may not be sub-let. Caravans and Campervans are not permitted on or in the vicinity of any of the houses.
10. LINEN – Duvet covers, pillowcases, fitted sheets and towels are supplied.
11. CARE – Clients are asked to leave their accommodation and its contents clean and tidy when they are vacating. No fat left in pots and pans please. If excessive cleaning is required a 'Double Cleaning Charge' will be levied, normally £160.00. Please report any damages or breakage immediately. All damages or breakage of the fittings, utensils, crockery or cutlery must be reported to the owner
12. Blue-Tac or other adhesive products must not be used on walls, and a charge shall be made for redecoration
13. PETS – Well behaved dogs are permitted only if they are healthy, house-trained and kept under control at all times. You must bring your pet's basket, as they are welcome on the strict understanding that they must not lie on bedding or chairs. They should not be left unattended in the house and dogs must be kept on a lead and prohibited from fouling all areas around accommodation, if this occurs then the fouling must be cleaned up or a separate charge will apply. There is a charge of £12 per dog. Please do not allow pets to scrape or scratch any surface. A charge will be made if any redecoration is required.
14. RESPONSIBILITY – The signatory to the booking form accepts liability for the behaviour of all party members and for ensuring that the conditions of hire are adhered to, for loss or damage to the accommodation and its contents.
15. AGE LIMIT – The House cannot be rented to persons under eighteen, however group bookings involving young people maybe considered by special arrangement.
16. PERSONAL EFFECTS – We will not be held responsible for the loss or damage to personal property of guests. Vehicles, their accessories and contents are left at your own risk. Postage and packing will be charged for return of belongings left behind.

17. ACCIDENTS – We will not be held responsible for any injury or death. All our guests are encouraged to have adequate insurance for their holiday.
18. ACCOMMODATION – If for any reason the accommodation is unsatisfactory please notify us immediately so that the appropriate action can be taken. We cannot accept subsequent claims for shortcomings not notified.
19. DELAYS – No liability can be accepted should adverse weather conditions delay your travel plans.
20. RENT ACT – The booking agreement confers a right to occupy the accommodation for the period agreed for holiday purposes only. The terms of rent are excluded.
21. The Owner shall not be responsible for any malfunction of the WIFI router, television or Free-Sat satellite boxes.
22. The Owner shall not be liable to the Client:- for any temporary defect or stoppage in the supply of public services to the Property, nor in the respect of any equipment, plant, machinery or appliances failure in the Property or garden,- for any loss, damage or injury which is the result of adverse weather conditions, riot, war, strikes or other matters, beyond the control of the Owner, or - for any loss, damage or inconvenience caused to or suffered by the Client if the Property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Owner shall, within seven days of notification to the Client, refund to the Client all sums previously paid in respect of the rental period.
23. Caravans and Campervans. Under no circumstances are caravans and/or campervans allowed to be parked within the property boundaries or in the adjacent property parking areas, without the written consent of the owners.
24. Electric vehicle charging. – the charging of all electrical vehicles is strictly forbidden. If anyone within a party breaches this rule, the party may be asked to vacate the property with immediate effect.

GENERAL

1. Visitors to the House should conduct themselves in order and courteous manner. The owners or caretakers reserve the right, at their sole discretion, to remove any person(s) acting in a manner likely to be detrimental to the enjoyment of any other person(s).
2. Amplified music or general excessive noise is not permitted in the external and garden areas.
3. Occasionally circumstances arise over which we have no control, making it necessary to alter, remove or delete facilities or amenities without prior notice.
4. Aviemore Mountain Lodges operate non-smoking houses. A minimum charge of £200.00 shall be made to cover excess cleaning and dry-cleaning if there is evidence of smoking within the premises. There is an outdoor area for smokers in each house. Please use the receptacles provided for cigarette ends.
5. Coal and log fires – in Tighguish, the fire guards must be used at all times. In Cairndruie, Avondruie and Tighaline, the stove doors must be closed when the fire is on.
6. Coal and log fires – due to insurance conditions, fires and stoves must not be used on the day of departure.