



**Terms and Conditions of Let
for
Ryvoan Lodge, Nethybridge, Cairngorms**

1. The Lodge is Ryvoan Lodge

2. No Smoking: The Lodge is a strictly no smoking lodge. If there is any evidence of smoking within the Lodge we reserve the right to charge an additional charge of £50.00 for cleaning.

3. Reservation Deposit – A deposit of 25% (subject to a minimum charge of £100.00) of the quoted rental is payable upon booking and this excludes the Security Bond.

4. Security Bond: A bond of £300.00 per booking for damage. Any damage (if applicable) will be deducted from your Bond, and the remainder refunded to you as soon as reasonably practicable. If any damage costs exceed the Bond Payment, The Clachaig Partnership reserve the right to charge the client for any excess.

5. Reservations and payment of rentals: Online bookings can be made from the “Availability and Contact” section of the website. Follow the instructions in the booking widget. For bookings that are part weeks or not available online, please contact the owners, details below. Telephone reservations will be held as provisional reservations for three days and MUST be confirmed by payment of deposit immediately. All cheques must be made payable to THE CLACHAIG PARTNERSHIP. Should a material change be made to any reservation within 30 days of arrival a fee of £25.00 will be levied

6. Payment: After a booking has been received and accepted with deposit paid, the client will be required to pay the balance of the cost of the booking plus the Security Bond four weeks prior to the Date of Arrival.

7. Cancellations: If any booking is cancelled the full deposit is NOT refundable.

8. Cancellation and Curtailment Insurance: It is strongly recommended that insurance be taken out for all bookings. Reservations are considered confirmed only on receipt of the Reservation deposit and subject to the acceptance of the reservation. The client becomes liable for the full balance of the rental no later than eight weeks prior to arrival at the lodge. Sending a deposit will be deemed to be an acceptance of all the Terms and Conditions herein. Should a reservation be made within eight weeks of arrival, full payment must be made at the time of the initial booking.

Failure to pay the balance of rent by the due date will be treated, as cancellation and no refund will be made. Further information, about holiday insurance, can be found in banks, Post Offices, building societies and from the providers of your home and car insurance.

9. Holiday Insurance: Having to cancel your holiday for whatever reason is hard enough but the loss of deposit or total rental can come as an additional setback. To minimise this unfortunate occurrence you should take out Holiday Insurance. When you reserve your holiday property you are entering into a legally binding contract. If you are unable to take your holiday property, then you will be liable to pay a Cancellation Charge and this could amount to the total cost of your holiday.

10. Insurance: As well as Cancellation and Curtailment Insurance clients are strongly recommended to take out holiday insurance to cover loss or damage to personal effects. **Under no circumstances** can the owners of the Lodge or agent be held liable for any loss or damage to clients' property.

11. VAT: There is no VAT on rentals of any of the lodges. We reserve the right to alter this at any time.

12. Period of Let: This will normally be on a weekly basis from Friday to Friday, with the rentals starting at 6.00pm on the Friday of arrival and ending at 09.30am on the Friday of departure. Weekend and short periods may be available, and specific start and departure times will be advised depending on the timing of the booking. Any delayed departure may incur additional charges at our discretion.

13. Inventory: An inventory of all the contents is kept in the lodge. If there are any accidents or breakages during the stay please make a note on the forms provided. You will be required to pay for replacements. The lodge will be cleaned before you arrive and it is expected that the private ownership of the lodge will be respected and that it will be left in decent order for the next guests.

14. Changes: The owners reserve the right to change any of the specifications of the lodges.

15. Christmas and New Year: Can only be accepted as week long bookings. The lodge will be tastefully decorated with a real Christmas tree.

16. Restrictions on Rental: The owners reserve the right to refuse rentals or immediately terminate a rental without notice for improper use or unacceptable behaviour. Bookings will not be accepted by anyone under 18 years old.

17. Dissatisfaction: Should a client be dissatisfied for whatever reason with the accommodation secured they must notify The Clachaig Partnership or their agent within 2 hours of arrival. The Client must also notify The Clachaig Partnership (contact details below) immediately of any damage or defect detected during their stay. Failure to do so may result in the Client being liable to any damages or defects. The owners may inspect the property at any time during the rental period.

18. Pets: Family dogs can be taken to the lodge but must sleep in their own beds, not those at the lodge. Dogs are not allowed on the furniture at the lodge or on carpeted areas and a small extra cleaning charge of £25.00 will be levied. Dogs should not be left unattended, and prevented from fouling areas around the lodge. Any fouling must be cleaned up by the dog's owner. No other pets may be allowed at the lodge.

19. Bed Linen: Bed linen and towels are provided in the lodge.

20. High Chair and Cot: A High chair and Cot are provided free of charge. Bed linen is NOT provided for the cot.

21. Telephone: A pay telephone is available in the lodge.

22. Bunk Beds: All bunk beds are normal single bed width and capable of sleeping an adult.

23. Liability and responsibility: The owners cannot be held responsible or accept any liability for loss, damage or injury sustained whilst on the properties.

24. Exclusion of the Rent Act: The contract affected on confirmation of reservation relates to a holiday let only and is therefore not an assured tenancy in terms of Housing (Scotland) Act 1988. This confers on the client the right to occupy the property for the period agreed for holiday purposes only.

25. Winter: It must be appreciated that the Lodge is situated in the Scottish Highlands where sometimes the weather can be severe. You must satisfy yourself that your clothing and footwear is adequate for any outdoor activity and you are properly equipped for the journey to and from the Lodge.

26. Adverse Travel Conditions: In the event of road closure due to adverse weather conditions or any form of 3rd party industrial action the owners cannot be held responsible for non- arrival of clients at the lodge and no refunds will be given. Please check the following websites for travel and traffic information. <http://www.travelinescotland.com/welcome.do> and <http://trafficscotland.org/index.aspx>

27. Utilities: The owners cannot be held responsible in any way for any failure of Utility Services (e.g. electricity or water supply) which is beyond their reasonable control and no refunds will be given in the event of any supply or service failure.

28. Part Week Supplement: A supplement is payable on lets shorter than one week.

29. Digital Sky Television: A Sky TV package is available in the lodge. Any extra charges incurred by use of Sky interactive services (Red Button) will be charged directly to the client.

31. Terms and Conditions: The Clachaig Partnership reserves the right to change or amend their terms and conditions at any time.

32. Candles: Due to the high fire risk, candles are not allowed in the Lodge.

33. COVID 19 : If any guest has key symptoms (persistent cough, fever, loss of sense of smell and taste) or is tested positive for COVID 19 you must in the first instance advise the owners. If you are able, you should leave the lodge, return home and self isolate in accordance with Scottish Government guidelines. If you are unable to travel for health reasons, then please contact the owners to discuss options. Additional charges may be payable if you are required to self-isolate beyond your contracted dates.

33. Payment Arrangement: Payment accepted by bank transfer or cheque.

For bank transfers the account details are as follows:

Name: Clachaig Partnership
Sort Code: 83 06 08
Account No: 10996271

Please tag your payment with your name and date of arrival. E.g. Pritchard 01072020.
Please also email us at enquiries@ryvoan-lodge.co.uk advising of your payment.

For cheques, please make them payable to **The Clachaig Partnership** and send to:

Ken Pritchard
28a Murrayfield Road
Edinburgh
EH12 6ER

or

Dawn Waitt
16 Braid Hills Approach
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