

# TERMS & CONDITIONS

**Arrival time from: 3pm**

**Departure time by: 10am**

Please read all the conditions listed below. If you have any queries please do not hesitate to contact us by telephone on **07534584229** or e-mail [bridgeoforchypods@gmail.com](mailto:bridgeoforchypods@gmail.com).

It is your responsibility to check the details on your booking confirmation are correct and notify us immediately of any discrepancies. We cannot accept responsibility for any errors not corrected prior to arrival. When making this booking online, you have already ticked and agreed to the following Terms & Conditions.

We do not accept bookings from customers of 17 years and under. All bookings must include a person of at least 18 years of age and above.

**Booking** – The booking can only be discussed by the lead hirer and not any of the party staying unless we have been informed in by the lead hirer.

**Maximum occupancy** – In a Pod is the maximum occupancy is 2 adults or 2 adults & 1 children. You are more than welcome to have visitors during the day by prior arrangement but no more than the maximum occupancy staying overnight. Please notify us of any visitors.

**Payment** -A non-refundable deposit of £15 is payable at the time of booking and the remaining balance payable 2 weeks prior to the commencement date. For bookings made within 2 weeks of the commencement date the total rental fee is payable at the time of booking. All payments are made via our booking system. If full payment is not received by 14 days prior to your arrival date and we have contacted you via email but not received any response from the lead hirer, then we have the right to cancel your booking and no refund will be given.

**Cancellation and Refunds** - We do not offer cancellation insurance and strongly advise you to take out the appropriate insurance. All cancellations must be confirmed by email or letter. If you cancel before your holiday starts you will receive a refund according to the following, only if paid in full: Cancellation 0 – 7 days before arrival – no refund. Cancellation 8 – 15 days before arrival – 25% refund. Cancellation 16 -28 days before arrival – 50% refund. Cancellation 29 days before arrival – full refund. £15 of your deposit is not refundable as this covers admin and paperwork involved in processing the cancellation. In extreme circumstances we may need to alter, amend or possibly cancel your holiday booking. If we do so we will contact you as soon as possible, and you may be offered an alternative date or a full refund. We do not pay compensation in circumstances where we have to cancel your booking due to Force Majeure.

**Force Majeure** - Circumstances amounting to “force majeure” include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage (which cannot reasonably be remedied to a satisfactory standard before the start of your holiday) through fire, flood, storm or other weather damage or any similar event beyond our control.

**Arrival and Departure** - Our Pods are available from 3pm onwards on day of arrival due to cleaning, checking and maintenance requirements. We reserve the right to delay check-in times if necessary. If you are arriving after 6pm, please inform us in advance. Please ensure you vacate your holiday property by 10am on day of departure. The care of your holiday property is your responsibility for the duration of your stay and must be left clean and tidy when you leave.

**BBQ** - When staying in any of our pods, you are welcome to use a disposable BBQ. We ask for no BBQ's to be on the decked area or wooden benches, to avoid damage and only to be used on the gravel (in front of your Pod). Any damage caused will involve a charge of £100. **NO FIRES ARE ALLOWED.**

**Damages** - The hirer is held responsible for the contents of your pod whilst in their possession. If you leave your pod in an extremely messy or untidy state, you will be charged for additional cleaning. All damages or losses are chargeable and should be reported to us before departure or you will be sent an invoice. We have the right to take a payment of up to £350 from the lead hirers credit/debit card as a Good Housekeeping guarantee within 28 days of departure. Initial communication re any breakages/damages/excessive cleaning will be made within 48 hours of departure.

**Should there be any concerns during the occupation of the property, please notify us immediately on [07534584229](tel:07534584229)**

**Charges** - Charges are per property and not per person. The minimum stay is 1 night in a Pod.

**Dogs** - We are sorry but we are unable to welcome dogs in our Pods.

**Smoking** - Smoking or naked flames are not permitted in your pod. Please can all smokers discard their cigarette butts in the correct bin and not left on the ground.

**Liability - Bridge of Orchy Pods** are not liable for any loss or damage to any guest's property howsoever caused.

**Multiple Properties** – If you have booked more than one property to stay with us, please ensure all contents are put back into each correct property prior to departing.

**Lost property** - Bridge of Orchy Pods cannot be held liable for items left behind. Please contact us as soon as possible if you think you have left anything behind. Should you wish your item to be returned we kindly request the cost of the postage and packaging to be paid prior to returning your lost property.

**Keys** – The key will be in the Pod door for arrival. Please leave the key in the door on departure. There will be a charge to the lead hirer for any non-returned keys. The charge is £15.00 per pod.

We ask all guests to respect the peace and tranquility of the area and keep noise to a minimum between 10pm-8am.