

# Hazlefield House - Terms & Conditions

## Arrival and departure

Check in is normally between 4.00 pm and 6.00 pm. We are happy to arrange early or late arrival by prior agreement. We request you vacate your room by 10.30am on the day of departure.

## Deposit and cancellation policy

For stays of 3 nights or more a deposit of the first night's charge is required to secure the reservation. This can be paid by cheque or by debit/credit card. Card details are required to guarantee the reservation.

If you cancel within 2 weeks of the reservation date your deposit will not be refunded. If you cancel within 2 days of the reservation date you will be charged the full amount of your stay, the amount being taken from your card. However, if we are able to re-let the room you will be refunded, minus the deposit. In agreeing to our terms and conditions you authorise us to take this amount from your card. In the event we have to cancel your reservation due to circumstances beyond our control we will fully refund your deposit.

## Pets

We do not currently accept pets.

## Payment

Payment can be made by cash, Visa and Mastercards, PayPal or cheque.

## Damage and breakage

We are sure you will take care whilst you stay with us and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider was deliberately or recklessly caused. We also reserve the right to charge for any room nights lost due to the condition of the room. In agreeing to our terms and conditions you authorise us to take any such amounts from your debit/credit card.

## Smoking

We operate a strict no smoking policy throughout the house and gardens. Anyone found smoking anywhere in the house will be asked to leave immediately. We reserve the right to charge the full amount for your stay plus a further night if it is found we are unable to re-let the room whilst it is deep cleaned and fully aired. If evidence of smoking is discovered after your departure you will be notified of the charges in writing as soon as is practicable.

## Our liability

We do not accept any liability for damage to or loss of your property or injury to you (or other members of your party) whilst on our premises unless caused by us. Your car (and its contents) left in our car park area is parked at your own risk.

## Data

Any data collected as a result of your booking will be stored in accordance with the provisions of the Data Protection legislation.

## Law

Any dispute between us will be governed by the non-exclusive law of the Scottish Courts.