

14 DISTILLERY HOUSES - TERMS AND CONDITIONS

1. Booking and Payment

1.1 A booking is confirmed once payment (full or deposit as specified) has been received and written confirmation has been issued.

1.2 The balance (if applicable) must be paid prior to arrival as stated at the time of booking.

1.3 We reserve the right to cancel bookings where payment is not received within the agreed timeframe.

2. Cancellation and Refund Policy

2.1 Cancellations must be made in writing.

2.2 Refunds will be issued in accordance with the cancellation policy stated at the time of booking (e.g., flexible, moderate, or strict).

2.3 No refunds will be given for no-shows or early departures unless otherwise agreed.

3. Check-in and Check-out

3.1 Check-in is available from 3pm on the arrival date.

3.2 Check-out is required by 10 am on the departure date.

3.3 Early check-in or late check-out may be available upon request and may incur additional charges.

4. Guest Responsibilities

4.1 The lead guest must be at least 18 years of age.

4.2 Guests agree to keep the property clean, secure, and in good condition.

4.3 Any damage or loss caused during the stay must be reported and may be charged accordingly.

4.4 The number of occupants must not exceed the number agreed at booking.

5. House Rules

5.1 No smoking inside the property unless explicitly permitted.

5.2 No parties or events without prior approval.

5.3 Noise must be kept to a reasonable level, particularly between 10:00 PM and 8:00 AM.

5.4 Pets are only allowed if agreed in advance.

6. Liability

6.1 Guests use the property at their own risk.

6.2 We are not responsible for loss, theft, or damage to personal belongings.

6.3 We are not liable for any injury, accident, or illness occurring during the stay, except where caused by our negligence.

7. Maintenance and Access

7.1 We reserve the right to access the property for maintenance, inspection, or emergencies, with reasonable notice where possible.

7.2 In the event of unforeseen issues (e.g., utilities failure), we will make reasonable efforts to resolve them promptly but cannot guarantee uninterrupted services.

8. Force Majeure

8.1 We shall not be liable for cancellations or disruptions caused by events beyond our control, including but not limited to natural disasters, government restrictions, or pandemics.

9. Complaints

9.1 Any complaints must be reported as soon as possible during the stay to allow us the opportunity to resolve them.

9.2 Complaints made after departure may not be considered.

10. Governing Law

10.1 These terms and conditions are governed by the laws of Scotland.

10.2 Any disputes shall be subject to the exclusive jurisdiction of the Scottish courts.

11. Privacy

11.1 Guest information will be handled in accordance with applicable data protection laws and used only for booking and communication purposes.

12. Dog House Rules

12.1 We are now hosting well-behaved dogs! To make sure everyone (humans and dogs alike) has a great stay, please review and follow these rules:

- Two dogs max 2 per stay.
- Additional charge of £25 per dog per stay.
- Dogs must be house-trained.

- Please wipe paws before entering.
- Clean up all pet waste promptly.
- Dogs are not allowed in bedrooms.
- Dogs are not allowed on furniture.
- Do not use house towels for dogs.
- Dogs may not be left unattended unless crated.
- Excessive barking, aggressive behaviour, or disruption to neighbours is not permitted.
- Guests are responsible for any pet-related damage or extra cleaning.

12.2 Thank you for helping keep our home clean and welcoming for all guests—two- and four-legged!

Acceptance of Terms

By confirming a booking, the guest agrees to abide by these Terms and Conditions.