

DODDIE WEIR HOUSE BOOKING TERMS & CONDITIONS

1. 'The Holidaymaker' refers to anyone staying at the property for the duration of the holiday.
2. The maximum length of a booking will be three consecutive weeks and the purpose of the booking must be for a holiday.
3. 'The Charity' refers to Leuchie House, Registered Charity No SC042249
4. 'The Property' refers to specially constructed, self-catering accommodation owned and operated by Leuchie House.
5. All bookings are from Thursday to Thursday unless by prior arrangement. Holidaymakers should arrive from 15:00 and depart by 11:00. If you have an emergency which is likely to delay your arrival it is your responsibility to inform us at your earliest opportunity.
6. All bookings must be accompanied by a non-refundable deposit of 20% of the cost of the holiday. The balance due for the holiday must be paid two calendar months before the commencement of the holiday. Bookings may be subject to cancellation if full payment has not been received by the payment due date.

Please note should you move your booking into a cheaper price band no refunds will be made, if you move your booking into a more expensive price band the extra charge will be payable.

7. The Holidaymaker undertakes to leave the property in a clean and tidy condition and return the key(s) to the key box by the main door on departure. We will not be liable for any items left behind or subsequently posted on and lost by a courier.
8. The Holidaymaker undertakes to take good care of the property during the holiday period and will replace or pay for any articles damaged or lost by the Holidaymaker or a member of his/her party. The property will be inspected on the morning of your departure, and you will be advised of any damage that has been found or items that are missing.
9. If the property is not available owing to damage by fire, storm, or any cause outside the control of the Charity, the Charity's liability will be limited to refunding all monies paid.
10. In line with the aims of the Charity, at least one Holidaymaker must have a disability.
11. The number of Holidaymakers using the accommodation at any time must not exceed six.
12. Pets: Well-behaved pets are welcome by prior arrangement at £30 each per week. There is no charge for guide/ assistance dogs. We reserve the right to charge a fee of up to £200 for a deep clean if there is evidence of pets on the furniture or around the lodge. We also reserve the right to pass on any costs required to make good any damage caused by pets. You may wish to bring your pets on holiday with you and we are delighted to accept three pets on each booking for a £30 charge per pet however we would expect all guests with pets to respect a few simple rules:

- Do not leave your pet alone either in the house or in the garden at any time.
- Do not allow your pet on the furniture.
- Do not allow your pet onto the beds.
- Do not allow your pets upstairs.
- When you leave, please ensure you have removed all traces of pet hair.
- Please pick up after your dog and deposit waste in general bin using doggy waste bags.

13. Holiday insurance: The Charity will not be liable for any accident, damage, loss, expense or inconvenience to person or property that a Holidaymaker or any third party may suffer arising out of or in any way connected with the booking. Therefore, we advise Holidaymakers to make sure that adequate insurance protection is in place for their holiday, including Personal Liability cover, in addition to the Cancellation provisions which are referred to specifically in Clause 14 below.

14. Cancellations: All cancellations must be notified to the Charity by telephone in the first instance, and then in writing. The charity reserves the right to retain all monies paid. **We strongly advise that the booking party takes out cancellation insurance that will cover you in the case of unforeseen eventualities such as personal accident, ill health, car breakdown, redundancy etc.**

15. Holidaymakers will be supplied with towels and tea towels. It is the responsibility of the holiday maker to bring any items which they will require during their holiday. Failure to provide incontinence protection for chairs and sofas if required will result in any damage caused being charged to the Holidaymaker. If Holidaymakers change over during a booking, they will be responsible for providing their own fresh bedding.

16. The Charity operates a no-smoking policy at the Property for both cigarettes and E cigarettes. If evidence of smoking is found, future bookings will not be accepted.

17. Any booking is accepted on the strict basis that a Holidaymaker shall be personally liable for the safe removal of all sharps, swabs and dressings, and in signing the booking form for this holiday period, the Holidaymaker indemnifies the Charity from and against all actions, claims and other matters which may arise should this provision fail to be observed

18. Bad weather can often affect travel plans, we cannot be responsible for the non-arrival of guests in the event of plane, road or rail disruptions due to adverse weather conditions, technical faults/breakdowns or any form of industrial action. No refunds will be given in these circumstances.

19. The cost of reasonable usage of utilities is included in the cost of the holiday. Bearing in mind that we are a charity, we ask guests not to be wasteful and suggest that thermostats are kept to 20 degrees or below. The mobile telephone signal in the area is poor so reasonable UK usage of the telephone is acceptable.

20. At times it may be necessary for Leuchie staff or contractors to access the house for maintenance/servicing of the property or equipment. All work will be carried out with a minimum disruption to guests.

21. It is the policy of Leuchie to encourage and support holiday makers to use the complaints procedure if they are unhappy with any aspect of the property and service. Should a problem occur whilst you are staying with us, please inform us as soon as possible, this can be done during office hours at Leuchie House reception or out with office hours by calling the emergency contact number available on literature in house. Should we be unable to resolve your complaint immediately you must put your complaint in writing to the Head of Services at the Leuchie House address within 28 days of your departure, we will acknowledge receipt of your complaint within 14 working days and reply fully within 28 days.

22. Leuchie retains information collected and may use it to provide you with holiday or special offers information providing you have given us permission to do so at time of booking. We also appreciate your honest feedback for improvements; therefore, please complete our feedback form found in the property . We will never pass your information on to third parties.