

Glen View – Self Catering Caravan (Leuchie House)

Booking Terms & Conditions

‘The Holidaymaker’ refers to anyone staying at the property for the duration of the holiday.

‘The Charity’ refers to Leuchie House, Registered Charity No SC042249

‘The Property’ refers to self-catering caravan accommodation owned and operated by Leuchie House.

Bookings

The person who completes the bookings form will be responsible for all persons included on the bookings form/holiday party and should ensure they are all aware of any relevant booking conditions in this document.

The number of people (including children) occupying the accommodation should not exceed the maximum occupancy of the property (in this case – 7).

In line with the aims of the Charity, at least one Holidaymaker must have a disability or mobility issues.

Bookings are to be made online via the website, if you have difficulty booking via the website then please contact Leuchie House on **01620 892864**.

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 by the holidaymaker.

Deposit

All bookings must be accompanied by a non-refundable deposit of 25% of the cost of the holiday. The balance due for the holiday must be paid eight (8) weeks before the commencement of the holiday. Bookings may be subject to cancellation by the charity if full payment has not been received by the payment due date.

Cancellations by the holidaymaker must be made in writing to the charity. All deposits are non-refundable. We strongly recommend that the hirer (holidaymaker) takes out holiday insurance as **once full payment is made no refund will be given if the booking is cancelled**.

Dogs

Dogs are permitted in the accommodation for an extra cost of £30 per dog.

No more than X2 dogs per accommodation.

Dogs must not be left unattended in the accommodation at any time.

Dogs are not allowed on bedding or furniture. Please clean up any excess hair prior to departure.

Please bring your dog's own bed for it to sleep in.

Arrivals & Departures

On the day of arrival, the accommodation will be ready for you from 2.30pm onwards. You will receive the code to the key safe by email prior to your holiday. Please ensure the key is returned to the key safe and the key safe is locked on your departure.

On your day of departure please vacate the accommodation by 10.30am at the latest.

Insurance

The hirer is strongly advised to take out holiday insurance in case of cancellation.

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.

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.

Occupancy

The property sleeps a maximum of 7 people over X2 bedrooms and a fold out double bed in the lounge.

Bed linen will be provided based on booking information.

A hand towel for the bathroom and kitchen towels will be provided but please bring all other towels required.

Other points to note

Any booking is accepted on the strict basis that the Holidaymaker shall be personally liable for the safe removal of all sharps, clinical waste, 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.

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 departure, and you will be advised of any damage that has been found or items missing.

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.

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

It is the policy of charity to encourage and support holiday makers to use the complaints procedure if they are unhappy with any aspect of the property and booking 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 via Leuchie House reception or out with office hours by calling the emergency contact number which will be on the voicemail message on ringing the Leuchie telephone number. 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.

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 visitors' book. We will never pass your information on to third parties.