



Crathie
Opportunity
Holidays

14th July 2020

Terms and Conditions

These terms and conditions apply to all bookings with us, Crathie Opportunity Holidays Limited and, together with our most up to date price list, set out the full terms of our agreement with you. You are responsible for ensuring these terms and conditions meet your requirements and you must read and understand them prior to booking. By making a booking you are deemed to have accepted these terms and conditions. This does not affect your statutory rights as a consumer. You are responsible for ensuring all those staying with us and/or visiting you as a result of this booking are aware of and comply with these terms and conditions. Crathie Opportunity Holidays reserves the right to change these terms and conditions at any time and our current version is available on our website. You should ensure you are referring to the current version particularly if you have made a booking previously.

Additional Terms and Conditions regarding COVID 19:

- If guests have symptoms or have been asked to self-isolate they must stay at home. You may rebook your holiday within one year from your original date of arrival at no additional cost.
- Pre-arrival we will get in touch by phone or e-mail to confirm the number of guests and take their contact details for the Government's track and protect programme.
- No-one with a symptom of Covid-19 is permitted within the grounds of COH. Any guest with a symptom upon arrival or during their stay must follow Scottish Government guidelines regarding testing, notifying us and must go home immediately. If they are too ill to leave, we shall discuss with them an appropriate way forward. You will be refunded your booking fee for any untaken part of your stay on a pro rata basis.
- Social distancing in line with current Scottish Government guidance must always be followed.
- Only individuals from one cottage are permitted in the Laundry Room, Garden Room or Log Cabin at any one time.
- Additional signage at COH in connection with Covid-19 infection management must always be followed. During your stay there is a one-way system around the Garden Room for access to and from the Laundry Room.
- If any essential maintenance works needs to be done, guests may be required to vacate the premises during the work.
- If you or a member of your party test positive for, or suffer any symptom of, Covid-19 within 14 days of leaving COH, you must let us know immediately and follow government guidance applicable at that time.
- Anyone breaching any of these terms and conditions may be asked to leave COH immediately.

Bookings: You must be at least 18 years of age to make a booking. In making a booking customers are accepting all these terms and conditions and are responsible for the actions or inactions of anyone staying with or visiting us as a result of your booking. We reserve the right to ask any individual to leave our property at any time if we believe this is required to ensure the safety or comfort of themselves and or other visitors or staff.

Deposit Payment: A non-refundable deposit of £100 per week is required before a booking can be accepted. This can be made by cheque, credit/debit card or bank transfer.

Balance Payment: On receipt of your completed booking form and deposit we will send a receipt for the payment and confirm your booking. The balance is payable 8 weeks prior to your holiday commencing.

The Manse Courtyard, Crathie, Ballater, Aberdeenshire, AB35 5UL

Tel: 013397 42100

Email: info@crathieholidays.org.uk

Web: www.crathieholidays.org.uk

Company No: 182878 Scottish Charity No: SC027590

Patron: HRH The Duchess of Rothesay



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Cancellations: If you have to cancel your holiday we will endeavour to re-let the cottage. If we are informed in writing at least 8 weeks in advance you will only lose your deposit. If it is not possible to re-let the cottage the cancellation charges will be as follows: 8 to 5 weeks prior to arrival - 50% of holiday cost, 5 to 2 weeks prior to arrival – 75% of holiday cost and 2 weeks prior to arrival – 100% of holiday cost. If you leave early, whether or not at our request no refund will be provided.

Holiday Insurance: We strongly recommend you take out your own holiday insurance.

Arrival/Departure: Access days vary for each cottage. Check-in time is between 4 and 5pm. If you are going to arrive later than this, you must let us know in advance. Please report to the office on arrival where our staff will show you the cottage and hand over the keys. Please vacate by 11am on your departure day to give us plenty of time to prepare for the next guests. Please leave your key at the office on departure. We reserve the right to charge you should you not vacate by 11am on your day of departure. There is an information folder in each cottage containing important information about the cottage and surrounding area. You are required to familiarise yourself and comply with this information.

Pets: Well behaved pets are welcome by arrangement at £15 each per week or £10 each for a short break of 3 or 4 nights. Guide/support dogs will not be charged for. No more than three pets are permitted in any cottage at any one time. Pets are not allowed in Gairn cottage. Dogs must be kept on a lead in the Playground Area. Owners are responsible for the cleanliness and hygiene of their pets and as a result are required to clean up any mess immediately. A dog waste bin is located by the car park and must be used at all times for all animal waste.

Linen/Laundry: Linen and towels are provided in each cottage. Extra bedding/pillows are available on request. A fully equipped laundry room is provided for your use. Donations towards the cost will be appreciated. Please use the Ecover detergent and softener we supply.

Electricity/Heating: No extra charge will be made for this.

Parking: All parking areas are level with easy access to each cottage. Guests are permitted to load and unload next to their cottage before moving the vehicle to the permanent parking area.

Smoking: Smoking is not permitted in any of the buildings.

Play Area: A play area is provided for children staying in the cottages. It is a condition of the use of this area that Parents or Guardians supervise their children while using the equipment. In the event an issue is identified with any of the equipment please report it immediately to the office.

Breakages and Damage: In the event of an accident causing breakage or spillage please inform the office as soon as possible. You will be liable to pay for any breakages, repairs or extra cleaning incurred at the end of your booking. You must leave the cottage clean and tidy when you leave. We reserve the right to enter the cottage at any time for inspection or undertaking repairs or maintenance but will try to do so only when convenient for those staying in the cottage.

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Liability: We will not be liable for loss or damage to personal property, for any indirect or consequential loss, for any loss associated with cancellation, for disturbance from neighbours or for any changes, loss, damage or inconvenience. We will not be liable for any personal injury or death except where liability may not, at law, be excluded. The maximum amount for which we shall be liable, where liability is proved, will be the amount paid by you for the booking. This clause applies to you and all those staying with us. You indemnify us, our directors, employees, agents and contractors against any claim made against us or them as a result of the action or inaction of you or any of those visiting Crathie Opportunity Holidays as a direct or indirect result of your booking. Specifically the use or storage of any personal equipment, including but not limited to slings and harnesses, brought to the complex by the owner is at the sole risk of the owner and they are responsible for ensuring its compatibility and ongoing fitness for purpose.

Maximum Occupancy: This must not exceed the number stated in the brochure for each cottage. It may be possible to accommodate extra persons with advance notification

Extra Equipment: We have a store of extra equipment available. Please request the use of these on the booking form.

Telephones: Telephones are provided in each cottage. You will be able to make and receive calls for which you will be billed at the end of your stay. Please pay at the office on departure.

Help and Assistance: A member of staff is usually available Monday – Friday 10am – 1pm for any help and assistance required during your stay. There are also contact phone numbers in the information book in each cottage. Should you require information outwith these hours or in the event the office is not manned at the time

Complaints: Whilst we hope you will find everything satisfactory during your stay, should you have reason to complain, please contact the Manager in the Office. Note that if you complain after your stay having not raised a matter whilst on site, you may reduce or forfeit any rights to a claim. If you do not believe your complaint has been dealt with adequately, you should write to the Chairperson, Crathie Opportunity Holidays, at the address below.

Law: These terms and conditions will be governed by Scots Law.

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