

Terms and Conditions

The following Terms and Conditions apply to all bookings made on this website. We kindly ask that you take a moment to read them prior to making a Booking.

In these Terms and Conditions the following definitions apply:

“Company” or “we”	means Bridge of Orchy Hotel Management.
“Booking”	means the booking for accommodation, functions and/or any other services or items made with us.
“Contract”	means the Booking and these Terms, and any other terms and conditions stated to apply to the Booking.
“Hotel”	means the premises for which your Booking is made.
“Terms”	means these terms and conditions.
“Website”	means www.bridgeoforchy.co.uk
“VAT”	means value added tax.

1. Bookings

All Bookings at the Hotel are subject to these Terms.

We shall have the right to require full payment in advance or a deposit at the time of booking. At check-in, we will take your credit/debit card details and you authorise the use of this card for any sums that become owing to us. No Booking shall be treated as confirmed until the payment/deposit described in this paragraph have been provided.

2. Charges

The prices displayed on the Websites are per night per room (based on max. 2 people sharing) on a Bed and Breakfast basis including VAT. Extra persons or pets in the room must be agreed by Hotel prior arrival as not all rooms are suitable for an extra person/dog. Any addition persons (adult or child) not indicated at time of booking may be refused.

3. Check-in/ Check-out Requirements

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving licence and a valid credit or debit card. If guests are travelling from outside the UK, Ireland or any country in the Commonwealth we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and details of their next destination. These records will be kept for at least 12 months and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime. The information above may be requested for each member of your party over the age of 16 and we reserve the right to refuse entry to persons who cannot provide the information set out above.

Unless otherwise stated on the booking confirmation:

- Check in from 3pm – 10pm Late check in available on request – must be agreed by Hotel in advance)
- Check out 8am – 10am Late check out available on request - £20 extra charge applies

Any non-secured (not fully pre-paid) reservation will be held until 4.00 p.m. on the day of arrival at which time we will be entitled to re-let the room, unless the guest has notified the hotel of a late arrival.

For the security and safety of guests and belongings, the Main hotel is locked **and alarmed at night**. **If you plan to arrive late or have an early departure, please let us know so that we can open the hotel for you.**

4. Cancellation Policy and No Shows

A fee of £5.00 will be charged for all cancellations made before 12pm two days prior to arrival. In the event of late cancellation or no show the full amount of your booking will be charged.

5. Changes or Cancellation by the Company

Very occasionally we may need to cancel your Booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation. We will, however, use reasonable endeavours to try and re-locate any confirmed Booking cancelled by us to an alternative location similar in standard to the Hotel.

Your booking is for a class of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If you have indicated a preference for a particular room we will use our reasonable efforts to honour this preference. However, we may need to allocate an alternative room to you for operational or safety reasons. If we need to move you to a different room during your booking for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

6. Damage

We reserve the right and you hereby authorise us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

7. Accessibility

Please contact us directly on 01838 400 208 or info@bridgeoforchy.co.uk to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

8. No Smoking

Guests are not permitted to smoke in rooms or public areas. Therefore, The Bridge of Orchy Hotel is a strictly non-smoking Hotel. If you are found to be smoking, £100 may be charged to return the room to its original state.

9. Pets

Some rooms are pet friendly however an additional £20 is charged per well behaved dog per night. Rooms which are pet friendly are our View Rooms and Orchy Cottage.

10. Supplements

Most of the rooms are suitable for up to two people.

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| • Additional adult | £40 | (pull out bed or sofa bed) |
| • Additional child (3y – 12y) | £20 | (pull out bed or sofa bed) |
| • Baby cot | Free of charge | (travel cot) |

Please be aware that the rooms may be very tight for 3 people sharing the room. Additional persons will be provided with either a pull-out sofa bed or a roll away bed depending on the room category booked.

11. Force Majeure

The Company accepts no liability and will not pay any compensation where the performance of its obligations is prevented or affected directly or indirectly by or as a result of force majeure or any circumstances beyond its reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, other acts of God, acts of terrorism, fire or failure of electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures.