

TERMS AND CONDITONS



The Ardnamurchan Bunkhouse

Where nature has a home

This is a contract between The Ardnamurchan Bunkhouse (owner) and you (group leader/booker).

Each group (over 6 people) must have a nominated group leader. They are responsible for the booking. The nominated leader warrants that they have the full authority to make a booking on behalf of all the persons they are making a booking for and confirms that all such persons are aware of and accept our terms and conditions.

Booking Conditions

Whilst every effort has been made to ensure that particulars of the accommodation offered are accurate, and will be available as arranged, we can accept no responsibility if the accommodation does not, in fact, meet with your requirements. Before making a reservation, please check that the accommodation and its location is entirely suitable for ALL members of your party. We are happy to answer any questions regarding suitability of property for your party e.g., position, steps, access etc.

General

The price for the accommodation will be set at the time of booking and will form part of your confirmation of booking notification. This notification supersedes any prior promises, representations or undertakings. Any omission or error in any web page, quotation, email, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as possible thereafter.

The Ardnamurchan Bunkhouse reserves the right to decline a booking at our discretion. Any representative of The Ardnamurchan Bunkhouse retains the right to enter all parts of the building at any time, to ensure that cleanliness is preserved, and routine maintenance may be carried out.

The use of the accommodation and facilities are entirely at your own risk and no responsibility will be accepted for injury, loss or damages to the user, their belongings or their motor vehicles. You must make a full risk assessment of your use of any equipment in the house including infant and child equipment and you use all equipment at your own risk. The rental of the property does not include or guarantee the availability of additional sporting activities which are available to be booked separately with the owner.

The Rental

This rental is on a self-catering basis and the group leader is expected to leave the rental in the same state in which they found it, recycling bins with additional bin bags are provided and all the necessary cleaning equipment for washing up etc is provided also.

Booking Deposit

Booking is only confirmed on receipt of a non-refundable deposit, being 40% of the total booking and the identification of a "Lead Party" who takes responsibility for the booking. It will be assumed that the lead party is the person in correspondence if no formal identification is made. The balance of the full quoted price, damage deposit and any additional extras (if applicable) must be paid within 4 weeks of the arrival date. At the time of booking, a confirmation will be sent, at which time a legal contract has then been formed.

Final Payment

The confirmation will show the balance due including any additional costs (if applicable) and will indicate the balance due date. The full balance must be paid no later than 4 weeks prior to the start of your booking. A receipt will be sent showing the final key collection arrangements upon receipt of the final balance.

Security/Damage Deposit

For groups, a security/damage deposit of £200 must be paid minimum 4 weeks prior to arrival along with the final balance. This deposit will be returned within 3 working days of your contracted departure day, we require you to provide us with your bank account number and sort code for us to do this.

In the event of loss or damage being discovered we reserve the right to deduct an amount equal to the cost of repairing, replacing or making good the loss/damage (including any labour costs) from the security deposit and will refund the balance. If the costs incurred exceed the value of the Security Deposit the group leader agrees to reimburse the owner with the balance outstanding on demand. We reserve the right to deduct any other monies owing by you in respect of this property from your security deposit.

Changes to bookings

If you wish to change a confirmed booking, such changes are subject to the availability of suitable alternative accommodation and may be subject to additional charges. We will inform you of any additional charges when you request your changes and will agree any costs with you

Cancellations

Any cancellations will result in the group leader being held liable for the full cost of the cancelled booking within the time shown below. However, if we can rebook the accommodation, the value of the new booking will be taken off your cancellation fee minus a £20 admin fee. If we do not rebook:

More than 6 months beforehand:	25% of total amount is non-refundable.
6-3 months:	50% (deposit) of total amount is non-refundable.
3-1 months:	75% of total amount is non-refundable.
Less than 4 weeks:	100% of total amount is non-refundable.

Insurance

To avoid the added stress of cancellation charges and for your complete peace of mind, we highly recommend that you take out holiday cancellation insurance.

An adequate insurance should cover you against all travel or accommodation deposits or charges which you have paid or are contracted to pay in respect of any or part of the holiday which you are prevented from undertaking and where the appropriate premium has been paid. The insurance should cover as a minimum, cancellation or curtailment of your holiday due to death, injury, illness, redundancy, summons for jury service or as a court witness, your home becoming uninhabitable or you being required to assist in police enquiries; and national emergencies e.g strikes, contagious diseases etc. Close relatives who are not travelling, are usually also protected if you cancel your holiday due to their death, suffering severe accidental injury or a serious illness. If you have to cancel for a reason not covered by insurance, the same charges apply.

Administration Charges

We will make an administration charge of £15 for the following: cancellations, change of booking, left property returns (at our discretion), and cheque payments not honoured.

Pets

The Ardnamurchan Bunkhouse is a wildlife haven and we deliberately encourage shy and rare birds and mammals into the grounds. For their protection, the Ardnamurchan Bunkhouse does not accept pets.

Departure and Arrival

Accommodation is available from 16:00 on the day of arrival until up to 1000hrs on the day of departure.

Price Changes and Alterations

The Agents reserve the right to amend any prices or details due to omissions or errors, in alignment to the advertised pricing structure.

Smoking

There is no smoking inside The Ardnamurchan Bunkhouse including the courtyard area. Cigarette ends must be placed in the metal bin provided outside the building.

Lost Property

If we find any items immediately after you leave, we will alert the group leader. Should you require these to be sent to you, we will do so once the postage is agreed. If no contact is made after one month, we cannot be held accountable for the item.

Damage and Cleaning

We make every effort to ensure that the property is clean and in good repair. We expect guests to leave the property as they find it. If you find any damage or cause damage yourself, please notify a member of staff, this allows us to rectify the problem before the next group arrives. If it is a genuine accident, we will assess the damage and charge appropriately.

Availability

The booking is made entirely on the understanding that the property will be placed at your disposal for the dates stated. If there is any reason why this should not be possible, through circumstances beyond the control of The Ardnamurchan Bunkhouse e.g., fire, theft, flooding, damage, we cannot guarantee to provide you with alternative accommodation, in which case all monies will be refunded to you in full.

Property Descriptions

All property descriptions are as accurate as we can make them, any changes will be notified to you as soon as possible after we have been made aware of the situation. We cannot be held responsible for such changes.

Group Size and Party

The maximum number of group size for The Ardnamurchan Bunkhouse is 17 persons. ***Only the number of persons stated at the time of booking are allowed in or on the property during your stay, day or night***, unless given written permission by bunkhouse staff. The owner reserves the right to terminate occupancy if these conditions are breached.

Recycling

We actively encourage recycling of all rubbish. There are recycling facilities in the kitchen area and outside. Please ensure that your rubbish is split accordingly.

Noise

Please be considerate towards other guests and wildlife especially when you are using electronic media. The quiet time for sleeping is from 9.30 pm to 8 am. Out of courtesy to fellow visitors, please be very quiet during this time.

Also, out of courtesy to fellow guests, please refrain from playing in the games area of the courtyard during the times above (9.30pm to 8am).

Sole Occupancy

The Ardnamurchan Bunkhouse has sole occupancy rates. If the group leader/booker has paid for this, they will have sole use of the Bunkhouse. If the booker has paid on a bed only basis, they can expect other users occupying the Tay Bunkhouse. All facilities will be shared, and respect should be given to other users.

Kitchen

Food may only be prepared and eaten in the Kitchen and Dining room areas.

Due to fire protection requirements, insurance standards and health regulations, the use of electrical appliances for the preparation of food or hot beverages in your room is not permitted. Please use place mats, coasters etc for hot meals and drinks.

You are responsible for the cleaning of the kitchen's counter; floor and appliances used for the preparation of your meals after you are done and washing and drying of dishes etc.

Please use the recycling bins provided, washing any bottles, jars etc prior to putting into the recycling.

Alcohol / Drugs / Weapons

Consuming excessive amounts of alcohol within the premises is prohibited. The management reserves the right to confiscate alcohol found on the premises.

It is prohibited to bring weapons of any kind into the bunkhouse without the written consent of the owner and an appropriate licence.

Illegal drugs of any kind will not be allowed or tolerated.

Water and Electricity conservation

At the Ardnamurchan Bunkhouse, we are committed to generate the smallest environmental footprint possible. We ask our guests to bear this in mind and use lighting and heating as moderately as possible by:

Switching off lights and fans when leaving rooms or when not required.

Bathrooms

Please do not put female hygiene products or anything other than toilet paper in the toilets as they will clog, please use the bins provided for anything other than toilet paper.

Internet Access

There is free WIFI in the shared areas of the bunkhouse. The codes are in both the lounge area and dining area. The WIFI is not superfast but will allow internet searches and social media surfing but will not allow streaming. If you decide to access any internet content, you do this entirely at your own risk.

The group leader agrees not to use the Service to access Internet Services, or send or receive e-mails, which;

- Are defamatory, threatening, intimidatory or which could be classed as harassment.
- Contain obscene, profane or abusive language or material
- Contain pornographic material (that is text, pictures, films, video clips of a sexually explicit or arousing nature)

- Contain offensive or derogatory images regarding sex, race, religion, colour, origin, age, physical or mental disability, medical condition or sexual orientation
- Contain material which infringe third party's rights (including intellectual property rights)
- In our reasonable opinion may adversely affect the manner in which we carry out our business
- Involves downloading, altering, e-mailing and distributing copyrighted content.
- Constitutes or is capable of constituting a criminal offence or is otherwise unlawful or inappropriate, either in the United Kingdom or in any state throughout the world.

Fire Safety/ Emergencies

A member of staff is on call at all times. There will be on call staff numbers located on the fire alarm. The group leader is ultimately responsible for their group and in the event of an evacuation, they must ensure they have a list of all individuals for a roll call. Fire extinguishers and fire blankets are available throughout the Bunkhouse. Smoke alarms are fitted throughout the property and the alarm, extinguishers and blankets should not be tampered with.

Vehicles and Personal Property

The Ardnamurchan Bunkhouse cannot be held responsible for any loss of, or damage to, any person's property or vehicles, whilst on the premises or while parked outside. All vehicles, property and possessions are on the premises at entirely your own risk.

Drying Facilities

We have a drying cabinet located beside Room1 for those who wish to dry clothing and boots. Please do not overload the machine and please put boots at the bottom.

Boot mats are located outside rooms for walking boots, wellies etc.

Doors

The courtyard is not a fully enclosed space therefore the wind and cold air does circulate through it. Heat will therefore escape through the courtyard and we would ask guests to keep all bedroom doors and shared area doors closed to prevent heat loss.

Keys

The Group leader will be allocated one set of front door keys on arrival. They will also be given a room key for each room, or if not booked for sole use, keys for the allocated rooms will be given. If the group leader feels another set of front door keys will be necessary, they should advise Bunkhouse staff on arrival.