

## TERMS AND CONDITIONS OF BOOKING AND RESIDENCE

These Terms and Conditions include important information and set out contractual terms and conditions which apply to a booking which you, "The Guest" makes for the provision of accommodation, food, beverage or other services with Jackie and Bernard Gill, "The Proprietors", of The Tomich Hotel, Tomich, Nr Cannich, By Beauly, Inverness-shire, IV4 7LY, "The Hotel".

Guests are requested to check the Terms and Conditions carefully. Attention is particularly drawn to the conditions relating to deposits and cancellation charges. Guests are advised to consider covering these risks with holiday and travel insurance.

1. All bookings made by phone, fax, letter or e-mail are subject to these Terms and Conditions and reservations are provisional until confirmed with a credit/debit card.
  2. When a booking is made on behalf or more than one person, the Guest making the booking is responsible for full payment of all charges incurred
  3. Prices and charges will be agreed between the Guest and the Proprietors at the time of booking and will be inclusive of VAT
  4. A non-refundable deposit is required to secure your booking and a secured booking represents a legally binding contract between the Guest and the Hotel.
  5. **Cancellation**  
February 1 to November 30 - within 14 days of arrival date, any no-shows or curtailment of your stay shall incur **full** charge if the room cannot be re-let. December and January – Cancellation during the Festive season, any no shows or curtailment of your stay shall incur **full** charge if the room cannot be re-let. We, therefore, strongly recommended that you take out holiday insurance to cover these charges. If the deposit has been paid using a credit card authorised account number, then any payment due, owing to cancellation, will also be made on this same account number by The Proprietors.
  6. The Guest is requested to advise the Proprietors at the time of booking of any special dietary, accessibility or other requirements in order that we can assist in making your stay a comfortable one.
  7. **The hotel is totally non smoking and guests are not permitted to smoke anywhere in the hotel. Where the Proprietors are of the opinion that smoking has taken place in a Guest's bedroom, a surcharge of £50 will be made for the cost of decontaminating the room following the Guest's departure.**
  8. The Proprietors do not accept responsibility for loss or damage to the Guest's vehicle or its contents whilst situated on the Hotel premises.
  9. Guest bedrooms where possible will be available from 2.30 pm on the day of arrival. Guests are asked to check out by 10.30 am on the day of departure.
  10. Guests who have made a booking under a special promotion scheme are required to produce the appropriate voucher or membership card on arrival and registration, otherwise charges will be made at the full advertised tariff.
  11. In the advent of adverse operational circumstances, exceptionally it may be necessary to change or cancel a Guest's booking. In such circumstances the Guest will be notified and offered an alternative booking at the same or higher value at no extra cost. The Guest may either accept the alternative or may cancel the booking in full, in which case a full refund will be made of any deposit paid. The Proprietors do not accept liability for any consequential loss incurred by the Guest under the paragraph.
  12. Well behaved dogs are allowed to stay in the Guest's room for an additional charge. The Guest will be liable for any damage caused by the dog and a fair cost of the damage will be deducted from the Guest credit card on the day of departure.
- Exceptions
13. If any part of these Terms and Conditions is found to be invalid or unenforceable, the remainder will not be affected and will remain valid and enforceable.
  14. Nothing in these Terms and Conditions affects the Guest's statutory rights.