

Kinlochlaich Treehouse Ltd

Terms & Conditions

Booking, Pricings & Payment

1. The Treehouse is normally let on a weekly basis from 16.00 on Friday until 10.00 the following Friday. Out-with the main season (July-August), lettings will be considered on other days and for differing periods, with a minimum let of 3 nights in this property. Friday to Monday and Monday to Friday is the normal letting period outside the main season.
2. When making a booking please state the number of adults and children staying. A maximum of 2 adults and 2 children (up to 16 years of age) is the limit for the Treehouse.
3. When you make a booking on our online reservation system or by letter or email, it will only be considered definite when accompanied by a non-refundable deposit to account 25% of the rental and duly confirmed by us in writing. Bookings made without a deposit are only considered provisional. The price stated on confirmation invoice is binding.
4. The balance of rental is due 28 days before arrival. If the booking is made last minute or within 28 days of arrival, the whole rental balance will be due.
5. Payments can be made by debit or credit card online at the time of your booking, using the secure links provided. Alternatively you can pay by bank transfer. Confirmation of the booking will be send after the deposit (or full payment) has been received.
6. Kinlochlaich Treehouse Ltd only accepts bookings from persons over 18 years of age.

Security Deposit

7. We do require a security deposit of £50 to be provided to Kinlochlaich Treehouse Ltd upon booking. This deposit can be paid with the deposit. The said security deposit is fully refundable, save for any deductions that are required for any breakages or other damage to the property and/or contents, or in respect of any fee incurred pursuant to paragraph 10 below.

Check Out / Departures

8. Guests are requested to vacate the property promptly by 10.00am on the date of their departure.
9. We would ask that you leave the property in the same great condition in which you found it. If you leave the Treehouse in an improper condition, Kinlochlaich Treehouse Ltd is entitled to charge you an extra fee of £25 of additional (cleaning) costs. This can double to £50 in combination with a late departure. Such fees will be deducted from the Security Deposit (paragraph 7).
10. Before departure, all food must be removed from fridges/ freezer, all rubbish put in the appropriate recycling bins provided in the main carpark, and crockery and cutlery washed and packed away. Duvet covers and pillow cases and bottom sheets should be stripped and left in the bags provided, used towels and mats left in

the bath, and the floor hoovered. All furniture and furnishings must be left in the position they were in when you arrived. Please leave the key in the door where you found it.

11. We welcome children up to 16 years of age, but they remain the responsibility of parents at all times. By booking with Kinlochlaich Treehouse Ltd you agree to be responsible for your children, and any children in your care, and your own welfare to take all reasonable precautions against personal injury, injury to others and damage to facilities and property. Vehicles and personal property are your responsibility and are left at your own risk. This accounts for and include use of the grounds and surrounding property.

Insurance and Cancellation

12. A confirmed reservation constitutes a binding contract between proprietor and guest. In the event of a cancellation, you remain liable for the full cost of the holiday. We will make all efforts to try to re-let the accommodation on your behalf.

13. The deposit will be non-returnable as there is added expense in re-letting the property.

14. Your liabilities for these can be covered by holiday insurance, particulars of which are sent with each booking confirmation. We strongly recommend insurance.

Theft

15. Kinlochlaich Treehouse Ltd accepts no liability for any theft, loss or damage to your property that may arise from your stay at Kinlochlaich Treehouse Ltd. Guests are advised to ensure they have appropriate insurance cover before staying at Kinlochlaich Treehouse.

Force Majeure

16. Force majeure as interpreted by Kinlochlaich Treehouse Ltd exists if the implementation of the agreement is entirely or partially, temporarily or permanently, prevented due to circumstances that are beyond the control of Kinlochlaich Treehouse Ltd, including threat of war, staff strikes, blockades, fire, flood, high winds, and other disruptions or events. Kinlochlaich Treehouse Ltd are within their rights to close their location when they consider such circumstances as these make it necessary.

Complaints

17. Despite all care taken by Kinlochlaich Treehouse Ltd staff, it may occur that you have a genuine complaint. You must take up this complaint with Kinlochlaich Treehouse Ltd immediately, in order to allow us to solve the matter as soon as possible.

18. Should the complaint not be settled to your satisfaction, you have the option, up to 1 month after departure from the property to lodge the complaint in writing or by email with Kinlochlaich Treehouse Ltd. We will endeavor to resolve your complaint within 14 days of receipt.

General Information

Electricity, heating oil and fire-wood is included in the rental.

Linen & towels are included in the rental. If you would like replacements of extra towels, please ask.

Pets - We regret that we are unable to take pets in the properties or in the garden.

Laundry - There is a washing machine and dryer available for your use at any time. This is situated in the laundry room which is below the main house, down the steps.

Gardens and Grounds – You will also have access to our own grounds which include the Treehouse garden, the stream frontage, and there is shared access to the Spring Garden (opposite the entrance to the Treehouse) and the Main driveway. The front of the Big House and Triangle in front is private. The garden centre is open during hours and you are welcome to walk around their gardens during these hours.

Tennis & Table Tennis – We have allowed access to a tennis court which you are welcome to use, and a table tennis table within the games pavilion. The code for the key lock is 2016. We can provide tennis racquets and table tennis bats, stored within the pavilion. Tennis balls and ping pong balls have been supplied within the Treehouse. Please ensure these are returned after use.

Smoking – is not permitted within the Treehouse or on the decking. Please do not leave any lit candles, lanterns or fires (BBQ) unattended.

Once again we recommend all guests purchase suitable travel insurance.

C A S HUTCHISON & J M HUTCHISON
June 2018
Kinlochlaich Treehouse Ltd.