

Snowgoose Apartments, The Smiddy Bunkhouse, Blacksmiths Hostel & Activity Bookings

• Booking Notes & Conditions

We suggest that you take a little time to read these Notes/Conditions prior to booking with us. These notes will form part of your booking contract with us and are to ensure that that you – and others – fully enjoy your stay with us – and come back again. This is for the convenience, safety and enjoyment of all our clients – which is our prime concern.

ARRIVAL / DEPARTURE TIMES: On the day of arrival the accommodation is free from 3:00pm onwards. We do not accept arrivals after 20.00 hrs. We cannot guarantee occupancy before that 3:00pm. Departing visitors are requested to vacate the accommodation before 10.00hrs on the morning of departure. Please adhere to this time because of our cleaning schedule.

KEY COLLECTION: We do not live on the property. Our office closes at about 17.00 hrs. Therefore we ask clients to telephone us a few days before the holiday start date to advise us of your approximate time of arrival. On arrival in Corpach please phone us (on 01397 772467 / 752 – late evening contact) for key collection and entry. (We can be at the property with you within 3 minutes). We do not accept arrivals very late at night.

BOOKINGS: To make a booking please return your completed Booking Form, or online booking with your 25% deposit or full balance by cheque. Your booking will not be confirmed until we receive at least your 25% deposit.

CONFIRMATIONS: Once you have returned your booking form to us and paid the non-refundable deposit you will have entered in to a binding legal agreement. On receipt of your deposit you will be sent a Booking Confirmation / Invoice, confirming the dates, prices, number of people hooking and the units you have reserved.

CANCELLATIONS: Unless you inform us in writing of any problems with your hooking more than 6 weeks before your holiday start date; the booking will be liable for the full balance. If you cancel your booking in writing more than 6 weeks before your holiday start date the 25% deposit will be forfeit on all units booked. If you cancel the booking less than 6 weeks before your holiday date you will be liable for the full outstanding balance. A cancellation fee of £30 per unit booked / cancelled will be charged on all cancellations. Those cancellations made at any time less than 6 weeks prior to the holiday date are still due in full by the person making the booking.

Snowgoose Apartments and The Smiddy Bunkhouse Hostel can take no responsibility or accept cancellations if part of your group decides:- a) they don't want to come b) they can't afford to come! c) They don't like the look of the weather, no snow, too much snow, too wet, not enough water in the rivers, ice conditions not quite right! d) their boss will not give them time off work, e) or they decide to go paddling/climbing in Nepal instead!
+ Please remember, if you make a hooking on behalf of other people, you are legally responsible for the payment of the balance. The date when this balance is due will be on your Booking Confirmation / Invoice.

THE SECURITY DEPOSIT of £ 100 per apartment, £150 per bunkhouse is payable on arrival (cash or cheque) and is returned to you on departure with the return of all keys. The security deposit will be retained in the event that the property is not left as you found it on arrival, any excessive cleaning or damage.

INSURANCE: For all of the above reasons we strongly recommend that, especially if you are making a booking on behalf of others, that you take out your own cancellation Insurance. You may have to pay for a holiday, which you cannot take.

CLEANING: The accommodation is thoroughly cleaned at the end of each let. Visitors are required to leave the property in exactly the same condition when they leave. A supply of cleaning materials, plus vacuum cleaner, brush and iron are always available in the accommodation or drying room. Toilet rolls, cleaning cloths and waste bags are supplied sufficient for the first few days. We do withhold security deposits if the condition of the accommodation is unacceptable on departure. Please let us know if you have any queries – do not hesitate to bring any breakages to our attention – do not leave it until your departure to tell us of anything amiss!

WET GEAR / DRYING ROOMS: All clients are requested to use our efficient drying room facilities to dry wet gear – there are also plenty of outside drying lines / fences to let really wet gear drip dry. Please do not dry your gear in the accommodation.

STORAGE OF MOUNTAIN BIKES / CANOES / SKIS / SNOWBOARDS: You are requested to use our lockable bike store – can be used for canoes also – to store this type of equipment – DO NOT expect to be able to take mountain bikes/ canoes into the accommodation – this request is made without exception. We have a power wash for cleaning muddy gear off outside our activity store – do not do this just outside the accommodation! If you have necessary repairs to make to gear then please ask for our help if you need it.

ANY PROBLEMS? If you do find that anything is missing in your accommodation – or if something does not work, gets broken – then please let us know! We accept that accidents do happen but we would rather know so that it can be put right. Under no circumstances do not attempt to mend or repair any electrical appliances or plumbing – contact us – no matter what time of day or night it is!

GROUP OR MULTIPLE BOOKINGS: This applies where one person is responsible for a larger group booking in one or more units of accommodation at one time. In the light of past experience we know how hard it is to get people together. We try very hard to avoid hassle or pressure from our end, especially when it is probably you as group leader who is being let down! However you are personally responsible for all payments once a confirmed booking has been made. Please make everyone in your group / party individually aware of this. If one or more units of a multiple booking are cancelled, the deposit payment/s for the cancelled unit will not be deducted from the total balance for the other units.

AVAILABILITY: Please e-mail or telephone us before sending off a booking form and deposit, to make sure we have vacancies for your visit dates. We are happy to keep a provisional telephone booking for 7 days only pending the arrival of your deposit. If this is a problem please contact us.

PAYING YOUR BALANCE: The balance is payable 6 weeks before your holiday arrival date. You will be sent a reminder if your balance has not been paid 56 days prior to your visit. Where the holiday starts less than 6 weeks before, the total rental is payable on booking. If yours is a group booking, we do understand the problems of collecting money from a widely dispersed group of people. We are happy to discuss variations on payment dates subject to agreed guidelines.

PRICES - What is included in the price - All bed linen, duvets and tea towels are provided in the Apartments. Personal towels are provided free of charge on 7 and 5 night bookings. There is a charge requiring personal towels for shorter stays.

ELECTRICITY is not included in the price. A meter reading is made on your arrival and when you leave. Payment is made before you leave. (As a guideline you should expect to pay approx £5-6.00 for a 1 week stay in a smaller apt for 4 persons during summer. We charge £0.08p / £0.10p per unit on the meters respectively.

LAUNDRY FACILITIES- Coins are needed to put into a meter box here. The washing machines & tumble dryers are on a £1 coin operated meter in the Laundry/Drying Room. An economy wash and 45 min dry cost about £2.

COTS AND HIGH CHAIRS. We no longer provide these as standard.

PETS ARE NO LONGER ACCEPTED in any of our accommodation – apartments or hostels.

OVER OCCUPANCY: We do not allow more than the stated number of occupants in any unit of the accommodation. This includes children under 5 who are not using a cot.

USE OF FACILITIES: Please note:-

- Facilities within the apartments / bunkhouse / hostel are only available to folks actually staying and booked with us.
- Other members of your group who may be staying in campsites etc, adjacent B&Bs or camper vans do not have access to any of our facilities at any time.
- There are no facilities for parking overnight or otherwise for camper vans in any circumstances, for folks not staying with us.
- Our facilities are not available to outdoor instructors or guides who are not part of your paying group / not actually staying with us. This most specifically applies to using the accommodation for briefings, fitting of any gear, drying of gear provided by instructors / guides – other than gear provided directly by us or those instructors / guides employed directly by us. We reserve the right to withhold security deposits if this request is not respected.

(Please note that if you are doing a course with us we would always take you along to our meeting / lecture room. We expect any "outside" instructors or guides to respect this as a matter of courtesy – please do let us know if you are going to be running a course of any sort.

We have to "tighten up" on issues of this sort very reluctantly – we really do not want to go down this route or be unfriendly in any way – there is no problem if we are made aware. Because of increasing insurance and security considerations we need to know who is using our facilities – which is not unreasonable. There have also been some (very infrequent) instances of abuse of our hospitality and lack of respect for our facilities).

AGE RESTRICTIONS: We do not accept bookings from groups aged less than 18yrs unless accompanied by a responsible adult in charge of the group aged 21 years in each unit occupied. These bookings are at our discretion as are single sex bookings for Hen and Stag weekends. We are not happy to accept bookings from groups who wish to make a lot of noise or drink excessively!!

Please keep a copy of these notes for your own reference.

1. Payments

- **Deposits**

A 25 % deposit (including any accommodation) is required to secure the booking. Payment of the balance is due 6 weeks before departure. All deposits are non-refundable.

- **Balance.** If the balance payment is not received by this date, you will be deemed to have cancelled and your deposit will be forfeited.

- **You can pay by:**

- Cash
- BACs
- On-line from our web site
- Cheque drawn on a British Bank
- Sterling bank draft quoting your own name or that of your organisation.

2. Cancellations

Cancellation by you:

If you have to cancel for any reason you must notify us as soon as possible and confirm this in writing by recorded delivery or email. Depending upon the date your cancellation is received the following amounts will be **retained**:

Activities – all multi day courses, holidays & gear hire.

More than 6 weeks (42 days) before the start: **25%**

41-28 days before start date: **50%**

27-14 days before start date: **80%**

13-0 days before start date: **100%**

Charges for accommodation will only be refunded (less a £30 admin fee) if we are able to re-let. This may not be known until the course or holiday takes place.

However, if you get someone to take your place, or we can resell your place, you will receive a refund of any money paid less an administration charge of £30

- Unless you inform us in writing of any problems with your booking more than 6 weeks before your course or holiday start date; the booking will still be liable for the full balance unless you inform us as above. Those cancellations made at any time less than 6 weeks prior to the holiday date are still the responsibility of the person making the booking.
- Snowgoose Mountain Centre can take no responsibility or accept cancellations if you or part of your group decides: - a) they don't want to come b) they can't afford to come! c) They don't like the look of the weather, no snow, too much snow, too wet, not enough water in the rivers, ice conditions not quite right! d) their boss will not give them time off work; e) the driver is incapacitated f) or the group (or part thereof) decide to go paddling/climbing in Nepal instead!
- Please remember, if you make a booking on behalf of other people, you are legally responsible for the payment of the balance. The date when this balance is due will be on your Booking Confirmation / Invoice.

Alterations by you:

There is a charge of £30 per person (or 30% of the full amount if lower) for those wishing to change their booking to another time more than 4 weeks prior to departure. Alterations after this date will be treated as cancellations and re-bookings.

Cancellation / Alteration by us:

We reserve the right to cancel an activity but will not do so less than 4 weeks prior to departure or if you fail to pay the final balance. All activities are subject to a maximum group size, which, unless otherwise indicated, is eight – but this will depend on the level of the activity. We try to operate with minimum numbers of 3. If we cancel or make a major alteration to your trip we will inform you promptly and offer either:- (a) a free transfer to a substitute or superior trip or (b) a free transfer to a substitute trip of lower quality plus a cash adjustment or (c) a full refund of any money prepaid.

Note: - We do not welcome individuals into our accommodation who are under the influence of alcohol or drugs – we do not allow such folks to participate in activities. In addition, where behaviour becomes unacceptable through alcohol or drugs or for any other reason, adversely affecting the ambience of the group, individuals can be asked to make alternative accommodation arrangements, or leave the course at their own expense.

Any incidents involving participants during the course of the activities resulting in injury should be reported to the group leader, recorded at the time on an accident form, and signed by the injured person or their representative, and a witness.

5. Medical Conditions

If you are taking part in any activities with us:-

- You will be asked to fill in a booking form on which you will be asked to give details of any medical condition which you have including any treatment you are receiving e.g. heart conditions, epilepsy, asthma, and diabetes, any medication you or any member of your group is taking. This is purely for your own safety and that of others.
- It is your responsibility to advise / make us aware – but we will always ask if there are any medical issues.
- You **MUST** advise the leader / instructor if you suffer from any medical condition, or are taking any medication, which may affect your ability to undertake the activity chosen. People whose fitness or ability is clearly at variance with that required for the grade of trip may be asked to make alternative arrangements (at their own expense) in order to allow the programme to proceed as planned.

6. Feedback, comments and complaints:

We always welcome feedback on our accommodation, courses & activities. These have always been well received over the years. We use our feedback questionnaires as a means of maintaining our high quality standards, improving our activities, and introducing new ones.

If you like what you have experienced with us then please tell others or send a review or comment – otherwise let us know directly at the time.

In the unlikely event of having a concern or complaint during your trip, please make your views known immediately to the staff in charge, who will act appropriately to try to resolve the situation straight away. Failure to do so may compound the situation.

Should it not be possible to resolve your problem immediately, you may contact our office straight away, or write to us as soon as possible after the holiday, giving full details. Delay in so doing may lead to an inability to substantiate your claim. All complaints and claims against us will be dealt with under Scottish Law and Custom.

7. Snowgoose Mountain Centre will not be liable for any loss, damage or expense resulting from force majeure or any unforeseen circumstance out with the control of the company. We will only be liable for loss or damage caused by the proven negligence or default of Snowgoose Mountain Centre or employees, in performing their obligations under this agreement. Clients are strongly recommended not to make any non-refundable / non-transferable travel arrangements more than 4 weeks before departure.

8. Vat:

Prices include VAT at the current rate of 20% .Should this change, the prices shown may alter.

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9. We believe the details contained in our brochure and website to be correct at time of publication. All arrangements made on behalf of clients are made in good faith. We reserve the right to alter the information, prices and itineraries in the brochure and website before acceptance of a booking. In which case these changes will be binding on both parties.

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10. And lastly! Your booking is accepted on the basis of the above conditions. Please do not ask us to change them after booking.

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