

Snowgoose Apartments, The Smiddy Bunkhouse & Blacksmiths Backpackers Hostel

availability, making a booking, cancellations, booking policies

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.

It is the responsibility of the person making the booking to make all members of your party aware of the notes below.

availability; bookings; booking conditions

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. Send us an enquiry form from the top right hand corner of the banner on the website. Our availability can be checked online by following the availability and online booking link. 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.

BOOKINGS & DEPOSITS: To make a booking either: |

BOOK ONLINE by following this link

BOOKING FORM

Complete and return our Accommodation Booking Form by post or e-mail with your 30% deposit if you are booking more than 4 weeks in advance. If the booking is made less than 4 weeks prior to your arrival, please make a payment of the full balance by cheque or online from our web site. Sometimes a booking does come in late. Where this applies to a group booking we are happy to accept a 50% deposit - provided that the balance is paid by an agreed date prior to your arrival. This will always be at our discretion.

CONFIRMATIONS: Your booking will not be confirmed until we receive at least your 30% deposit plus a booking form. 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 booking and the units you have reserved.

CANCELLATIONS: If you **cancel** your booking in writing more than 4 weeks before your holiday start date the 30 % deposit will be forfeit on all units booked. If you change your booking / reduce the numbers within the 4-week period a cancellation fee of £30 per unit booked / cancelled will be charged. Unless you inform us in writing of any problems with your booking more than 4 weeks before your holiday start date; the person responsible for the booking will still be liable for the full balance.

PAYING YOUR BALANCE: The balance is payable 4 weeks before your holiday arrival date. You will be sent a reminder if your balance has not been paid 36 days prior to your visit. 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.

Snowgoose Apartments, The Smiddy Bunkhouse & Blacksmiths 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 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.

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.

Please keep a copy of these notes for your own reference. John & Tina Cuthbertson. January 2017