

Oronsay House - Terms & Conditions January 2015

Tariff

Our rates are per room per night for stays of two or more nights and, with the exception of Room 5, are for double occupancy and include breakfast.

Room	Description	Peak
1	Twin Beds	£95
2	Suite with 6 foot bed	£110
3	Twin Beds	£90
4	Double bed (5 foot)	£90
5	Single bed	£55

For single occupancy of a double or twin room we reduce the room rates shown above by £10.

Single night stays incur a surcharge of £10 per room.

We will apply a 10% discount to the whole booking where the stay is 4 nights or more.

Children and Pets

We regret that we do not have accommodation suitable for young persons under the age of 14 years. We do not take pets.

Bookings & Deposit

During the peak period, advance bookings for weekends must be for a minimum of two nights although one night bookings may sometimes become available so please call us to enquire.

In order to secure your booking, we require a (non-refundable) deposit by Payment Card, Cheque, PayPal or Bank Transfer for the first night's tariff or one third of the total booking cost (whichever is the greater).

Deposits should be received within 7 days of making the reservation otherwise we cannot guarantee the room. Receipt of your deposit will be confirmed by e-mail.

Cancellation

The deposit to secure your booking is non-refundable. If you cancel within 14 days of your arrival date then the balance of the booking is payable. We strongly recommend that you take out insurance (www.cancellationplan.com offer an on-line service).

Arrival and Departure

To ensure your accommodation is ready we ask that guests do not normally arrive before 16:00. However if you do arrive early you are welcome to park in our car park (just let us know that you are here) while you explore the town or visit the castle or gardens and you can check-in on your return.

If you do need early check-in for a particular reason (such as attending a wedding) please contact us and we will try to oblige.

Rooms should be vacated by 10:30 on the day of your departure so that we have time to prepare them for incoming guests.

Settlement

We ask for settlement of the outstanding balance on your arrival.

Cash or debit card are our preferred settlement methods. We can also process credit card payments but they carry a transaction fee of 2% which will be added to your bill.

If you prefer, we can also accept payment in advance by Internet Bank Transfer, PayPal or cheque (please contact us for details if you wish to use one of these methods).

Dietary Requirements

If any of our guests have special dietary requirements, these should be advised at the time of booking in order to enable us to cater for them.

Take-Away Meals

Hot take-away meals should not be taken to the bedrooms as it can be difficult to get rid of the smell and spillages may occur. If you wish to bring back a hot take-away meal in the evening we ask that you use our dining room situated on the ground floor where we are very happy to provide plates, cutlery, condiments and even background music so that you can enjoy your meal in comfort.

Smoking

In order to comply with the law and in consideration to all of our guests, Oronsay House is totally non smoking. Acceptance of a booking for accommodation is done so with this condition and forms part of a legal contract. Any smoking inside the house will incur a charge of £100 for additional cleaning and possibly further compensation for loss of business and other costs if we have to cancel a subsequent booking as a result.

We have a smoking area with ash tray in the car park.

Reckless or Accidental Damage

We ask that you treat the accommodation at Oronsay House as you would your own home. We retain the right to charge you for the cost of rectification of any excessive soilage or damage you cause to the property or furnishings. We have a stock of disposable slippers available for our guests free of charge so that in inclement weather you can avoid soiling the carpets with wet and muddy footwear.

Behaviour

For the consideration of all our guests we ask that you recognise and respect acceptable behaviour and noise levels. Unacceptable behaviour may result in the immediate termination of your booking without refund or compensation.

Loss of Keys

Any keys that are lost or not returned on departure will incur a replacement charge of £30 (£28 of this represents the cost of replacing the fob and the other £2 represents the cost of cutting two new keys).