



Holiday Lodges

Luxurious self-catering accommodation in the heart of Scotland

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A member of VisitScotland – 4 Star Rated “Excellent” and “Quality Assured”

Terms & Conditions of Booking

Bookings

Lodge bookings can be placed by telephone, email, or directly at reception. A 25% deposit payment of the cost of your stay is required at the time of booking. Bookings should be paid by credit card or debit card (e.g. MasterCard/Visa/Maestro). Deposits can be also paid by cheque, however credit card is preferable. We will then send you a booking confirmation by post when the deposit transaction has been made.

The remainder of your balance will be payable by you on arrival to the Lodges at the commencement date of your stay. Please pay this balance at Reception when you collect your lodge key by credit or debit card. An invoice will be made up ready for you.

Cheques should be made payable to Wellsfield Farm Holiday Lodges.

Should you decide to stay for an additional period of time during your stay and/or you wish to purchase any goods or services at Wellsfield Farm, the total cost for these items shall be paid by you at the end of your stay by credit card, debit card, cash or cheque. An additional invoice will be made up for you for these services.

Cancellations

If you cancel at any time after making the booking you will lose all of your 25% deposit.

If you cancel within the 30 day period leading up to the booking start date you will be charged for the entire booking cost.

If you arrive or stay, but have to leave for any reason before the last booked day of your stay you will be charged for the entire booking cost without refund.

If you cannot stay at Wellsfield Farm Holiday Lodges because of illness, death or illness of a close relative, jury service or redundancy, or any other reason you will be allowed the option to transfer your booking to another person whom you know (e.g. a friend or relative) who satisfies all the conditions of the booking. Failing that our cancellation rules apply (see above).

Your Liability

Visitors will be responsible for any damage caused by them to any lodge(s) and will be liable to pay the cost of repair for any damages. All damages must be reported to us before leaving. Visitors who leave without reporting damage will be charged the damage repairs cost to their credit or debit card. If this is the case, we will inform you in writing of the cost of repairs and the charge made to your credit/debit card for the cost of the repairs.

Our Prices

We reserve the right to charge the prices that we publish ourselves on our website, electronically or in our literature or brochures and not those displayed by a third party (which may be incorrect or out of date). We reserve the right to change any price component in brochures or customer information before you book, in which case you will be notified for those components. Although we try to avoid increasing prices, increases can occur due to external factors. The price of your booking once confirmed by us in writing is fully guaranteed and will not be subject to any surcharge.

Amendments by clients

Should you wish to alter your booking after it has been made, a charge of £10 will be levied, each time a change is made. Amendments must be confirmed in writing by you.

Amendments and Cancellations by us

Stays are subject to availability at the time of booking. If a cancellation or major alteration is made to your booking and full payment is received, we will offer reasonable compensation, provided it does not arise for reasons of "force majeure". "Force Majeure" means unusual or unforeseeable circumstances beyond our control, the consequences of which we cannot avoid. Examples are war or threat of war, riots, civil strife, terrorist activity, natural disaster, fires, adverse weather conditions or electrical power outages out with our control. If a major change occurs after the date of commencement of your stay we shall either provide alternative arrangements or give you a pro-rata refund for all services not received.

Our Liability

We accept liability for any loss you may suffer if any part of the stay you book with us is not as described and not of a reasonable standard.