

Ballantrae Group

GENERAL TERMS & CONDITIONS

When you make a booking, your contract (which shall include these terms and conditions) will be with the Ballantrae Group, 39 - 47 Albany Street, Edinburgh, EH1 3QY.

By confirming a booking you are accepting our terms and conditions on behalf of all members of your party and accept responsibility to settle all outstanding balances. To make a reservation you must be 18 years old or over.

Under the Hotel Proprietors Act persons under the age of 18 must be accompanied by an adult.

Rates include VAT at the prevailing rate when your booking was made and may be subject to change without notice.

You will be asked to guarantee your booking with a valid debit/credit card at time of booking even if no payment is taken from your card at this time.

Cancellations made up to 3 days prior to date of arrival will incur no fee. If booking is cancelled within 3 days of arrival the full fee will be charged.

The first night of the stay will be charged, to the booking credit/debit card provided, on day of booking.

The full payment of the stay is required the day of the booking and it is non-refundable and non-transferable

The final account for your stay must be settled on arrival. Credit card charges may apply, please ask at hotel reception for details.

Special Events Policy - Please note that for special events (e.g. Tattoo, Hogmanay, Rugby fixtures) full payment is required 30 days before the arrival day.

Booking may be cancelled up to 7 days before arrival - if cancelled within 7 days prior to arrival no refund will be given.

Non Refundable Rates:

Full payment is taken at the time of booking and is non-refundable if cancelled or modified.

In the event that the property of the hotel is deliberately or negligently damaged by you or any member of your party you will be fully liable for the repair or replacement of the property in question.

The Ballantrae Group hotels operate as a licensed premises for the sale of alcohol. We request all our guests familiarise themselves and adhere to our House rules and policy for the sale of alcohol, regulated under the Licensing Act (Scotland) 2005 and overseen by the Licensing Board (MacDonald Licensing Ltd). These rules are clearly displayed in all bar areas.

Personal alcohol or substances will not be tolerated on our premises.

The Ballantrae Group hotels accept no liability in the event that the personal belongings of guests are lost or damaged within the hotel or its grounds.

PRICING

All rates featured on our Website are offered subject to availability and the Ballantrae Group reserves the right to refuse any booking for good reason.

Our packages and pricing will fluctuate depending on availability and demand at any given time. All prices are subject to change without notice. Prices are subject to availability and are inclusive of VAT at the current prevailing rate. Your price is guaranteed once you have been given a confirmation number.

Promotion, Voucher & Partnership Codes: These rates will require a promotion code. Separate terms and conditions apply which will take precedence over these.

For the avoidance of doubt, your price does not include any incidental charges which you may incur during your stay. Such charges will be payable by you on departure and, in the event that you fail to pay any such incidental charges, it is a condition of your contract with the Ballantrae Group that you irrevocably authorise the hotel to debit your credit or debit card for the amount of any shortfall.

AVAILABILITY

During major sporting events, social events, conference and exhibitions certain rates may not be available. Certain dates may be subject to a minimum length of stay. All rates are subject to availability and may incur a supplement for single occupancy.

CHILDREN

Children under the age of five can stay and eat free at any of our hotels, when sharing a room with two paying adults on the same meal basis. Children from the ages of 5 to 12 years will be charged at £25 per child per night, when sharing a room with two paying adults where a suitable room is available. Availability of suitable rooms is limited and portable beds may need to be used where such accommodation is sought. The hotel concerned will determine whether a room is suitable for the purpose of this offer.

Children staying in their own room will be charged at full rate.

Children are welcomed throughout the hotel, but must be accompanied by an adult at all times.

Large family rooms are available upon request as are cots.

The hotel restaurants cook all food to order and can cater half portions for children and have highchairs available upon request.

GUESTS WITH IMPAIRED MOBILITY

Unfortunately at the present time, our hotels are not adapted to cater for guests with impaired mobility. This is due to the age and building restrictions of our listed buildings. We hope to resolve this accessibility issue in the future.

Guests with impaired mobility or other particular requirements should check with their chosen hotel in advance that their requirements can be met. Please call the hotel direct for details.

PET POLICY

Pets are not permitted in the hotel with the exception of guide dogs for the blind/hard of hearing and personal support dogs for guests with special medical conditions.

CAR PARKING

There are parking spaces available free of charge, on a first come first serve.

ARRIVAL AND DEPARTURE

Hotel rooms are available from 2pm on the day of arrival. Rooms must be vacated by 11am on the day of departure, unless otherwise sanctioned at the discretion of the hotel manager.

MEAL ARRANGEMENTS

There is no refund for meals included in the booked rate, which are not taken by guests.

CANCELLATION & AMENDMENTS

All cancellations are made in accordance with the cancellation terms of the rate booked.

A cancellation number must be obtained to ensure that minimum charges are levied.

GENERAL INFORMATION

All details are correct at time of going to print, however may be subject to change from time to time. The Ballantrae Group shall not be responsible for any loss or damage which you may suffer arising out of events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit the Ballantrae Group liability for the death or personal injury of any person caused by the negligence of the Ballantrae Group or its employees, servants or agents or to attempt to exclude or limit the Ballantrae Group liability in any manner which would be unlawful.

These terms and conditions shall be subject to Scottish laws.

March 2015