

Covid-19 Restrictions

This clause was added on 23rd September 2020 in the light of the Scottish Government imposing restrictions and forms part of the Terms & Condition's for Belton House Holiday Home

1. If the Scottish Government were to re-introduce restrictions that all self-catering accommodation must be closed to recreational guests, we would be obliged to give you a full refund of any monies paid or to agree alternative dates because we would ***not*** be able to offer you the service you had paid for. So, the total loss would be ours. However, if the Scottish Government were to impose a limit, for example, on how many different households could share the accommodation we would not be able to refund you. When you make a booking at Belton House Holiday Home, the person making the booking agrees to the terms and conditions and therefore is responsible for the contract between you and Belton House Holiday Home, the contract does not require Belton House to know who you are inviting as your guests. For example, if the Scottish Government were to announce that no more than 3 households were to stay together and you had invited 5 different families and had booked Belton House Holiday Home, you would either have to consider re-organising who your guests were or cancel the booking as per our Terms & Conditions as displayed on our website. For Track and Trace reasons we may need to be given contact details just prior to arrival or during your stay of everyone staying or visiting.
2. For clarity: Should our guest's personal circumstances alter and prevent them using Belton House Holiday Home we cannot issue a refund if we can remain open. Likewise, if we are allowed by the Scottish Government to remain open but restrictions have been imposed, for example, a guest travelling to our accommodation, e.g., due to their own area localised lockdowns / border or quarantine requirements being imposed, no refunds will be issued unless we can achieve an alternative booking.
3. Belton House Holiday Home is large enough to accommodate social and safe distancing.

Please note that the above Covid-19 policy is in addition to our general Terms & Conditions