

BELTON HOUSE HOLIDAY HOME

Wanlockhead, Lanarkshire, ML12 6UR

07939 168165 • info@beltonhouseholidayhome.co.uk • www.beltonhouseholidayhome.co.uk

Booking Terms & Conditions

This is a plain-English summary of our booking terms — please read it before you book and again before you arrive. Our Hot Tub/Sauna/Pool/Karaoke/Waste Guide and Pet Terms & Conditions cover the house-specific rules and are signed separately.

BOOKING & PAYMENT

- Payment is in 3 parts: a 33% non-refundable deposit when you book, a 2nd payment of 33% due 90 days before arrival, and the remaining balance due 4 weeks before check-in.
- We're unable to accept large groups of under-25s. All-male or stag groups will only be considered if you contact us in advance — bookings in either category made without prior contact will be cancelled with no refund. You'll need to tell us the occasion, complete our Digital Registration Form (also used as our fire register), and give the date of birth of every adult staying.

CANCELLATIONS

- All payments are non-refundable, however far ahead you cancel — we strongly recommend travel insurance.
- If Scottish Government restrictions force us to close, we'll give you a full refund or offer alternative dates. We can't refund you for a change in your own circumstances, or if restrictions affecting your own travel (rather than our ability to open) prevent you attending.

SECURITY DEPOSIT

- A refundable £350 security deposit is pre-authorised on your card 2 days before arrival, and released about a week after you check out, less any charges for damage, missing items, or breach of these terms.

ARRIVAL & DEPARTURE

- Check-in is from 4pm — please let us know your estimated arrival time in advance.
- Check-out is by 10am. Late departure may incur an extra charge, as we need the time to prepare for the next guests.

WHILE YOU'RE STAYING

- Please keep the house secure — lock doors and windows at night and whenever it's unoccupied.
- The lead booker is responsible for the group's behaviour and the property's condition and agrees to cover us for any damage or injury caused by anyone in the party.
- Please keep outdoor noise to a minimum after 10.30pm and be considerate of our neighbours and local livestock. No fireworks.
- No external audio/electrical equipment, live bands or outside entertainment without our prior consent.
- We can end your stay immediately, without refund, if behaviour is inappropriate or the group exceeds the agreed maximum occupancy.
- No smoking indoors — please use the designated BBQ shelter. Smoking inside sets off the fire alarm and will cost you your security deposit.
- Dogs are welcome (max 4, £30 each) — see our separate Pet Terms & Conditions for the full house rules.
- Children must be always supervised by an adult, especially near the wood-burning stoves and in the garden — the house and garden aren't child-proofed.

YOUR SAFETY & BELONGINGS

- Use of the house and its facilities is entirely at your own risk; we can't accept liability for injury, illness, or loss, theft or damage to your belongings (including vehicles) — please keep them secure.
- We take care to keep our property details accurate but can't be held responsible for breakdowns beyond our control, such as power cuts, loss of Wi-Fi or plumbing issues.
- CCTV operates on the outside of the property for everyone's security and inside the pool area.

FAIR USE OF ENERGY

- Please be considerate with heating and power — if you're too warm, turn the heating down rather than opening a window with it still on. Excessive use may be charged.

COMPLAINTS

- Please raise any issues with us straight away during your stay so we can help — we're unable to deal with complaints raised after you've left.

OTHER TERMS

- The property must not be sub-let and must be vacated at the end of the hire period.
- We may enter the property at reasonable times for inspection or repairs.
- This agreement is governed by the law of Scotland and doesn't affect your statutory rights.

Paying your deposit, or signing below, confirms that you and your whole party accept these terms.

Print Name

Signature

Date

Booking Reference