

# The heathmount hotel bar kitchen

## HEATHMOUNT HOTEL LTD

### TERMS & CONDITIONS

**To make a reservation you must be 18 years old and accept these terms and conditions on behalf of all members of the party and accept responsibility to settle all outstanding balances. These terms and conditions are applicable to bookings made directly with the Heathmount Hotel Ltd. Bookings made through third parties are subject to their terms and conditions.**

All of our rates include VAT at the prevailing rate when your booking was made and are subject to change without notice.

#### **If you've booked a Non Refundable Rate:**

Full prepayment is required at the time of booking. This payment is non-refundable and cannot be exchanged for other reservation dates, accommodation, goods or services.

Our Non Refundable Rates are better value than other more flexible rates. One reason for the lower prices is this – if you cancel you will still have to pay and there are no refunds or exchanges, so the only way to get your money back is if you are covered by holiday insurance.

**If you've booked a standard rate** then we don't ask for a deposit so you can pay the full balance of your stay when you depart.

Our standard rate gives lots of flexibility and allow cancellations up until 48 hours before you arrive. If you choose to cancel after 2pm, 48 hours before you are due to arrive then payment will be taken from the payment card supplied at the time of booking, and the only way to get your money back is if you are covered by holiday insurance.

#### **If you have booked a standard rate and we need to change your booking:**

We have the right to refuse or change any booking, even after a confirmation has been supplied. If we have to change or cancel your reservation, we will notify you as soon as possible. You will have the choice to accept our changes or change to an alternative date (although we can't guarantee that the price will be the same, and if it is more, you'll need to make up the difference) or you can cancel your booking. If you cancel your booking because we have made a change, you will be refunded any money you have paid in advance of your stay.

#### **Guest Responsibilities**

We ask all guest to adhere to the following - smoking in all areas of the hotel: bars, restaurant and bedrooms is prohibited. Residents of the hotel are able to smoke outside the hotel. Smoking in all public areas is against the law in Scotland. The Heathmount is a totally non-smoking hotel. Should this rule be broken and guests smoke in their bedroom then they will be liable for costs of dry cleaning of

all soft furnishings and full payment of an extra nights accommodation shall be deducted from the guests credit card.

### **Group bookings**

Bookings of 4 rooms or more is considered a group reservation. A 50% charge of total cost will be made on receipt of confirmation by the guest(s).

This charge is non-refundable on cancellation of part/or whole booking.

The remainder of cost will be charged on departure.

### **Accommodation contracts**

Where account facilities have been confirmed no Deposit is required but the Account is payable in full within 28 days on receipt of invoice.

All cancellation charges are subject to possible full reimbursement if accommodation is re-let and payment has been in accordance with Contract.

### **Internet and Wireless Internet**

Wireless internet at The Heathmount is free to those guests who accept the terms and conditions associated with the service.

### **Privacy Policy**

[Please read our privacy policy here \(click to follow link\).](#)

### **Other terms:**

Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.

All details are correct at time of going to print, however may be subject to change from time to time.

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

Images shown on our website and other marketing material are representative of the bedrooms, bathrooms and public areas available at the hotel. Your room may differ from the ones shown.

### **Heathmount Hotel Ltd**

Heathmount Hotel is a limited company registered in the UK.