

## LINKS HOUSE: BOOKING TERMS AND CONDITIONS

### BOOKING PROCEDURES

- 1. Securing a Booking** – we require a deposit of 25% of the full accommodation/package cost to be paid when making a booking. Payment can be made online or by phone using a credit or debit card. We accept American Express, Mastercard, Visa or Diners Card. Cheques and cash payment are currently not advised while Covid 19 restrictions are in place. Bookings are guaranteed when payment has been received by Links House.
- 2. Balance of Payment** – the balance of payment for a stay is due 8 weeks prior to arrival, any incidentals and any additional activities or excursions will be paid on departure.
- 3. Exclusive Use Bookings** – we require a deposit of 25% of the full accommodation cost to be paid when making an Exclusive Use booking – this is for either the whole property or for individual properties Glenshiel and the Mews. Balance of payment should be made 30 days before arrival.
- 4. Special Offers/Promotions** – the terms and conditions for Special Offers or Promotions may differ to normal terms and conditions.
- 5. Activities and Third Party Services** – activities such as Golf, Country Sports or Tours and transportation, require a non-refundable deposit to be paid on booking. Information on this will be provided by our Guest Relations team.
- 6. Checking In and Checking Out** – check-in is after 3 pm and check-out is by 11 am. If an early check-in is required please inform Guest Relations, as baggage can be stored until rooms are ready.
- 7. Parking** – Links House has two car parking areas – one behind the Main House and the second to the rear of the Glenshiel property. Guests park their vehicles at their own risk.
- 8. Baggage** – guests should inform Reception in advance if they require assistance with carrying baggage to rooms. Guests also have the option of storing their golf clubs in the Sporting Bothy, next to Royal Dornoch Golf Club.
- 9. Children** – children are most welcome at Links House. Should guests wish to have their children sleep in the same room, child beds will be provided at an additional cost of £40 per child per night.
- 10. Service Dogs and Pets** – we have a limited number of rooms that are suitable for guests with a Service Dog. Both Helmsdale (Main House) and Laxford (Mews) are ground floor rooms that can be used for this purpose. These two rooms will also be used for any guests who make a request to bring a pet.
- 11. Disability** – any guests with a disability should inform Reception on initial booking. Our Helmsdale room on the ground floor of the Main House is fully accessible for wheelchair use. There is ample space within the room for wheelchair access and Emergency Assistance Alarms (Red Pull Cord) are located in both the bedroom and the bathroom. The toilet is fitted with grab rails and the shower with its own grab bars and chair. The room also has its own separate fire exit which leads directly to the outside of the property. Please inform our Guest Relations team of any further requirements that may be needed.
- 12. Mobility Issues** – for guests with mobility issues, we can offer a further four ground floor suites, Thurso and Naver in Glenshiel and Laxford and Carron in the Mews. These suites are located just metres from both property car parks and require a short walk to access each suite. Please inform Guest Relations for assistance with baggage prior to arrival.
- 13. Smoking** – smoking inside all buildings in Scotland is prohibited by law. However Links House has several seated outdoor patio areas, one in front of Glenshiel and one in front of MARA restaurant adjacent to Golf Road. Smoking is permitted in these areas as well as in the area of the putting green. However we do request that smokers consider the needs of other guests when smoking in these outdoor areas.
- 14. Damages** – we reserve the right to charge guests for any damages caused during their stay, by any member of their party. This includes breakages, spillage, stains and damage to furniture or fixtures and fittings. Any accidental damages should be reported to Reception as soon as possible in order to minimise damage and associated costs. Lost keys or lost room items will also incur a replacement cost.

15. **Lost Property** – we encourage guests to check all their belongings, prior to checking out. However, any Lost Property discovered by Links House staff, will be held in the Lost Property box. We may offer to post lost items via recorded delivery at the cost of the owner, otherwise collection can be arranged.

16. **Post Covid 19 Safety Measures** – Links House follows all existing Hospitality ‘best practices’ for maintaining the highest standards of cleanliness and hygiene throughout our operation, including the disinfecting of all parts of the property, food hygiene, PPE, social distancing for guests and staff and training for all Links House staff. Fortunately the large size of our rooms and public spaces, including outdoor areas and the low population environment in the North Highlands, is an advantage to us in these Post Covid times.

#### **CANCELLATION, RETURN OF DEPOSIT, POSTPONEMENT OF STAY AND NON-ARRIVAL CONDITIONS**

17. **Cancellation Policy** – for cancellations made 8 weeks or more prior to arrival, the deposit will be fully refundable or transferable. For cancellations made within 8 weeks of arrival, the deposit will be transferable only (deposit to be used within 12 months).

18. **Cancellation for Exclusive Use** – cancellations made 45 days or more prior to arrival will be fully refundable and transferable. For cancellations made within 45 days of arrival, the monies will be transferable only (to be used within 12 months).

19. **Cancellation of Activities and Third Party Services** – Where third party services are requested at the time of your booking, we reserved the right to charge you in full for any cancellations - this would apply to golf green fees, country sport activities and private tours etc.

20. **Non-Arrival of Guests** – if guests are unable to attend or fail to show up without informing Links House, they will be charged for the full cost of the booking.

21. **Travel Insurance** – we strongly recommend that all guests have a comprehensive travel insurance policy.