

Heather House Bed & Breakfast Terms & Conditions

Booking Confirmation and Deposit

A 30% non refundable deposit is payable before your reservation becomes valid as a firm booking. Deposits can be made by cash or cheque or paid directly into our bank account

Cancellations and Insurance

If you need to cancel please contact us immediately. For cancellations made 8 to 28 days prior to the arrival date, guests will not be liable for the total balance due, but only the 30% deposit. Cancellations made with 1 weeks notice or less prior to the arrival date will be liable for the total balance of the holiday. Failure to take up the booking without cancelling makes you liable to pay for the booking in full. We would recommend that you take out your own personal travel insurance to cover this potential event.

If you need to cancel your booking due to adverse weather conditions or exceptional family circumstances, we are happy to transfer your booking to another date if at all possible, without loss of your original deposit. Should these circumstances arise, please contact us to discuss.

Non Availability of Accommodation

We would only cancel your reservation if your accommodation is unavailable for reasons beyond our control. However, we would attempt to offer you alternative accommodation. If this was not possible or is unacceptable to you, then we would return all monies paid by you for your entire confirmed stay. Our liability would not extend beyond this refund.

Arrival

Your accommodation will be available to you from 3.30pm to 6.30pm. Please ensure you contact us if you are going to arrive later, advising your estimated time of arrival. For the benefit of our other guests, no new arriving guests will be admitted after 9.30pm unless by prior arrangement.

Departure

Rooms must be vacated by 10.30 am on the day of departure.

Final Payment

The remaining balance due for your full stay is payable after breakfast prior to departure, and any incidentals such as packed lunches etc are due immediately on collection and to be paid for in cash. Payment for your stay is with cash only on departure, unless full payment has already been paid into our bank account in advance of your stay.

Heather House Bed & Breakfast
141 Main Street, Callander FK17 8BH

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Proprietor: Mrs Rachel Webster
Tel: 01877 330592 or 07523 079352 email: heather.house@sky.com

Damages, Breakages and Loss

Please take care when you are staying in our home. You are responsible and liable for any breakages, damages or loss which you cause to the accommodation or its contents. Please report any incidents should they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair, making good or replacement if the damage, breakage or loss is significant.

Liability

We do not accept liability for any damage, loss or injury to any guests or their possessions, unless proven to be caused by a negligent act by ourselves whilst going about our duties.

Car Parking

We are pleased to offer free dedicated car parking at the rear of our property. We are not liable for loss or damage whilst any vehicles are parked on our premises. We can also offer secure bicycle storage and same terms apply.

Non Smoking Policy

Heather House B & B is a strictly non smoking property and therefore no smoking is permitted anywhere within the house.

Pet Policy

We regret we are unable to accept pets in to our home.

Complaints and Comments

Should any complaints unfortunately arise during your stay, please alert the owners of Heather House B & B during your stay, so that we can attempt to immediately resolve.

Walk Byes

If we have any availability for walk byes, the full cash payment due must be made in advance of stay and all other terms & conditions as detailed above apply where deemed applicable.