

## Terms and Conditions

### **Guaranteed Reservations and Deposits**

All reservations must be guaranteed to a major credit card or debit card (American Express, Visa, MasterCard or Switch/Maestro) at the time of reservation.

Please be aware that, in the event of unforeseen circumstances, we may need to move you to a different room however, we will never downgrade your booking.

If your reservation cannot be honoured, we will arrange your accommodation in another serviced apartment/hotel at our expense, and provide transportation to and from Court Residence as reasonable.

Please note, Court Residence does not accept stag/hen parties or bookings of a similar nature. Failure to disclose this information will result in a direct cancellation of your booking.

The Court Residence has a two night minimum stay policy during various peak periods including August. We also operate a three night minimum stay over New Year. No bookings will be honoured for these periods for less than the minimum stay allowance. We reserve the right to refuse any booking.

### **Cancellation Policy**

If any booking is cancelled after 2pm 48 hours prior to when a booking is due to commence, Court Residence charges 100% cancellation fee of the total amount due. The Court Residence charges 100% of the booking on all Advanced Purchase bookings at the time of reservation and is entirely non-refundable.

Failing to call or show before check-in time on the first night of a reservation will result in the cancellation of the remainder of your reservation.

Where a booking is cancelled and third party activities/services have been purchased (on behalf of the client), the cancellation policy of the third party company will apply. Any relevant charges or leniency is at the discretion of the third party company.

For additional details of cancellation policies contact us directly on 01506 538687.

### **Rate and Tax/Service Charge Details**

All displayed rates and benefits are intended for two persons for double room bookings. Any additional occupancy will incur additional charges.

### **Smoking Policy**

In accordance with Scottish Law it is prohibited to smoke or permit smoking in Court Residence. Anyone found smoking in Court Residence will be fined £200 as an additional cleaning charge and/or loss of room income.

### **Credit and Debit Cards**

The following cards are accepted at Court Residence

- American Express
- MasterCard
- Visa
- Switch/ Maestro

### **Times of Arrival and Departure**

Check-in time is from 3pm – 10pm and departure time is 11am.

### **Early Arrivals and Late Departures**

If your arrival is early in the day and you prefer immediate access to your room before 3pm, we recommend reserving for the prior night to guarantee immediate access. Similarly, for late departures, reserving an additional night will guarantee access until you leave the hotel. If you choose not to reserve, we will be glad to store your luggage.

### **Extending Your Stay**

Extensions will require a new reservation for the additional date(s), subject to availability and prevailing rates, and are subject to possible rate change.

### **Pets**

Pets are only allowed in the 2 bedroom apartments with separate access. There are no pets allowed in the suites (with the exception of guide dogs).

### **Complaints and Disputes**

The Court Residence reserves the right to require you to leave if you are causing disturbance or annoyance to other guests or Court Residence staff, or if you are otherwise behaving in an unacceptable manner.

All correspondence from and to guests via our website is recorded and available for reference at any time, thus avoiding confusion or issues which may arise regarding bookings and/or guests' additional requirements.

### **Losses and Liabilities**

You will be liable for any loss, damage or personal injury that you may cause at the hotel and to hotel property. The Court Residence reserves the right to charge your debit or credit card (before or after your departure) for the full cost of repair or replacement of any damaged property. The Court Residence will use its reasonable endeavours to discuss and agree with you any appropriate charge before departure, but will proceed to charge your debit or credit card if this is not possible.

The Court Residence also reserves the right to charge your debit or credit card for any extras that remain unpaid at departure time. Please note The Court Residence does not accept any responsibility for guests' cars or vehicles. Use of our car park is done so at the owner's or responsible person's risk.

### **Accuracy of Details**

Whilst every effort has been made to ensure the accuracy of the information we give, please remember that facilities and services may alter from time to time. Details are accurate to the best of our knowledge at the time of publication. However, we reserve the right to make changes from time to time.

### **Links**

The Court Residence website contains links to websites operated by third parties ("Third Party Websites"). We do not control Third Party Websites, and are not responsible for their content. The inclusion of such links does not imply any endorsement or approval of any products, information, materials or services offered or provided on Third Party Websites, or any association with their operators.

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