



ARMADALE

CASTLE, GARDENS & MUSEUM OF THE ISLES

ISLE OF SKYE

Self-catering accommodation

Terms & Conditions

Booking Policy

1. Bookings are accepted following our receipt of the booking form or once booked via our online booking system. Both methods need to be accompanied by payment of the 25% non-refundable deposit.
2. The balance is payable 1 week (7 days) before arrival.
3. For bookings made less than 1 week before arrival, full payment is required at the time of booking.
4. Payment is to be made by credit or debit card. We accept all major credit cards.

Departure/Arrival other key points

1. The let commences from 4pm on the day of your arrival and terminates at 10am on the day of your departure. The accommodation to be used for holiday purposes only and to the persons named on the booking form.
2. Electricity, linen and towels are included in the hire.
3. Guests should take proper care of the property, furniture and fittings and leave the accommodation in the same clean and tidy condition as it was found upon arrival and report any damage and breakages before departure. Please also note additional measures to minimise risk of Covid-19 infection, set out below.
4. Guests are responsible for any damage caused to the allocated accommodation, its furnishings, utensils, fixtures and fittings and equipment in any of the rooms by any act, omission, default or neglect of the guest and their guests and shall pay CDLT Management Services Ltd on demand the amount required to make good or remedy any such damage.
5. There is no smoking allowed in any of the accommodation. If smoking has occurred there is a £100.00 housekeeping charge for extra cleaning, to be paid by the client.
6. We reserve the right to enter the accommodation at all reasonable times for the purpose of inspection or to carry out necessary repairs etc.
7. The contract of let is between the hirer and CDLT Management Services Ltd the owners of the accommodation.
8. Unlimited entry to the Gardens and Museum is available to all guests for the duration of your stay, within normal public opening hours.

Additional Covid-19 precautionary measures

1. Before your stay: If you have or suspect you have Covid-19, we ask you to cancel your stay in the property.
2. During your stay: If a guest displays Covid-19 symptoms, please advise the accommodation manager immediately by phone or email: elizabeth@armadalecastle.com / 07595 428228
3. Upon departure: Please leave windows open to ventilate the property, weather permitting. Ensure all rubbish is disposed of to the designated refuse or recycling bins. Strip beds of used bedlinen and place towels and linen into the laundry bags provided for this purpose.

Dogs

1. A well-behaved dog is welcomed in the accommodation.
2. There is a charge of £20 per dog, per stay (maximum 2 dogs per lodge), and we ask that you bring your own dog bedding.
3. Owners must keep their pets under strict control both within the accommodation and whilst being exercised. Dog mess must not be left around the perimeter of the lodge and must be cleaned up by the owners.
4. Please ensure that on your departure you do not leave any trace of animal hair or other related mess. If this is not adhered to satisfactorily we will charge £100.00 for extra cleaning.
5. Animals are not permitted on the furniture or in the bedrooms. Do not leave the dog unattended in the accommodation at any time (in case they disturb other guests or cause damage to the property).

Cancellation & Insurance

1. Should a cancellation be made by the guests before the balance has been paid, the 25% non-refundable deposit will be retained. If the cancellation is less than 1 week (7 days) prior to commencement of the hire, 100% of the total cost will be retained.
2. If we have to cancel your booking due to external circumstances, for example a change in Scotland's Covid-19 lockdown rules, we will provide you with a full refund or re-book for a future date, whichever you prefer.
3. Guests are advised to take out a Holiday Cancellation Insurance Policy.
4. For insurance purposes, the number of people occupying the premises must not exceed the number of beds provided in the accommodation.
5. We shall have no liability for any death, personal injury, damage or loss of personal property unless the results are from our own negligence.

Updated: 9 March 2022