

## The Glenisla - Terms and Conditions.

1. All reservations must be paid in full on arrival.
2. The Glenisla is a small guest house and the reception desk is not manned 24 hours a day as in larger establishments. Guests must therefore advise their arrival time in advance but check in will not usually be available before 1400 hours. If there is a change to the given arrival time guests must telephone 0131 667 4877 or either 07974440288 or 07714981316 with details, to ensure someone is waiting to welcome them and the room has been made ready. The Glenisla 'closes' for arrivals at 7.00pm, at which time outstanding reservations are assumed to be a 'no show' (unless prior arrangements have been made).
3. Parking – Free off-street parking is available, as is on-street parking for guests. Off street parking is limited and operates on a "first come first served" basis so we are unable to guarantee spaces. If you do decide to use the car park you will need to register your car keys with reception, in case we need to free up any blocked vehicles.
4. The Glenisla is completely non-smoking. We will impose a cleaning fee of £100.00 if you do smoke in The Glenisla.
5. On any occasion when damage occurs, by action taken by a guest, which directly or indirectly causes loss to The Glenisla, the guest agrees to indemnify such losses, and this forms part of the agreement at the time of booking. Losses include lost income, specialist expenses and the sourcing of alternative accommodation as necessary.
6. If keys are taken on your departure from The Glenisla we will deduct £50 from your credit/ debit card to cover the cost of replacement keys and inconvenience.
7. For all bookings of 3 or more people we reserve the right to take a bond of £200 on arrival to cover any breakages, damage to the room or disturbance at night. This is refunded once the room has been checked after departure. Any guests staying will be charged a £20 fee if they cause noise or disturbance to other guests and the manager.
8. The latest check out time is 11.00 am, unless an alternative time has been arranged. Please note we are unable to store luggage upon departure. Left luggage lockers are provided in the city centre or Waverley train station.

### General Notes

The Glenisla reserves the right to change these terms and conditions at any time by posting changes online. You are responsible for reviewing regularly information posted online to obtain timely notice of such changes. Your continued use of this site after changes are posted constitutes your acceptance of this agreement as modified by the posted changes.

We would suggest that guests consider the merits of insurance cover that includes a cancellation risk.

Please note that all Terms, Conditions, Contracts and Disputes are determined under Scottish Law.