



## ISLES HOTEL GROUP - (TERMS & CONDITIONS POLICY)

### BOOKING

1. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) will facilitate your booking under the following terms and conditions.

### DATA PROTECTION

2. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) is committed to a policy of protecting the rights and privacy of individuals and business clients in accordance with the General Data Protection Regulations (GDPR) May 2018. Should you have any queries, please do not hesitate to ask for a copy of our Company Data Protection Policy or refer any queries to our contact address listed at end of this policy document.

### PRICING

3. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) require payment based on GB (£) Sterling for all of its business operations.
4. All prices stated on your booking will be GB (£) Sterling and refer to per person per night (unless otherwise stated), which is based on 1 x person occupying a single, twin or double room for one or more consecutive nights.
5. All prices include Value Added Tax (VAT) at the UK prevailing rate, currently (20.00%).
6. Seasonal prices are subject to change without notice in line with Consumer Price Index or Retail Price Index statements, or through exposure to peak season supply chain costs.
7. Your price is guaranteed once confirmation has been issued and payment confirmation shall only be issued upon receipt of full payment by either BACS transfer or Debit/Credit Card with a 2% surcharge to be added.
8. For the avoidance of doubt, the price does not include any incidental charges which guests may incur during their stay in respect of use of the hotel's bar, restaurant, telephone calls or other services booked against guest rooms. Such charges will be payable by individual guests on departure by Cash, BACS transfer or Debit/Credit Card with a 2% surcharge to be added.
9. For individual guests who fail to pay any such incidental charges, it is a condition of your booking that you irrevocably accept payment recovery to be undertaken by Isles Hotel Group or its partner hotels on your behalf, using guests relevant Debit/Credit Card with a 2% surcharge to be added.
10. Guest price includes the provision of private heated bedrooms with \*Shower or Bath \*Toilet, \*Towels \*Hairdryer \*Free Toiletries \*Electric Kettle \*Beverages \*Wardrobe \* TV \*Telephone, \*Free-WI-FI, \*Full Scottish Breakfast. (Iron & Ironing Board available on request).

## **PAYMENT**

11. Guests are required to guarantee their booking with a valid Debit/Credit Card as part of the booking confirmation reservation. Alternatively a Cash Deposit received at least 7 days before arrival will also secure a guest booking.
12. Guests making a booking within 7 days of arrival will be required to pay their booking in full. Unconfirmed guest bookings will be released without notice at 7 days prior to arrival day at no charge. For full information on cancellations, please see cancellations and amendments. For larger groups during peak season, full payment will be required in advance.

## **ARRIVAL PROCESS**

13. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) accept most major credit cards, including MasterCard & Visa. Alternatively, payment can be made by cheque supported by a current Guarantee card.
14. On arrival, guests will be asked to produce a valid debit or credit card for the hotel to validate booking. If guests intend to settle in cash, they will be asked for a deposit to cover the cost of the room with all extras incurred to be settled at point of sale by cash as such extras may not be charged to room account.
15. Check-In times will be 3pm unless prior arrangements have been made.

## **DEPARTURE PROCESSS**

16. Prior to departure all guests must settle their outstanding bill to avoid any extra surcharge resulting from a payment recovery process.
17. Check-Out times will be 10am unless prior arrangements have been made.

## **BUSINESS CREDIT ACCOUNTS**

18. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) will on request, issue a credit agreement to be signed by an authorised signatory for a Company/Group, which would require authorisation, signature and must be returned before acceptance can be confirmed. The booking and associated credit level will then be confirmed by Isles Hotel Group in writing.
19. Isles Hotel Group will only issue an invoice for payment if a valid credit agreement has been issued and is in force at invoice date. For the avoidance of doubt, the invoice date will be the day the guest or business/tour clients vacates the bedroom.
20. Isles Hotel Group will allow 7 days from the date of the invoice for any query regarding that invoice, after which Isles Hotel Group will assume that the contract has been completed to your satisfaction and all monies will become payable by the 30 Day point.
21. Invoices not settled after 60 Days will accrue interest at 5% per week.
22. Invoices that remain unpaid after 90 Day will be passed for legal action to recover outstanding monies together with all reasonable charges incurred by Isles Hotel Group as a result of payment delay.
23. Credit accounts which reach legal action stage will be suspended and any further payment bookings will only be possible on departure.

## PREFERRED RATES

24. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) will from time to time, offer a range of preferred rates for customers.
25. Preferred rates apply based on a single person per night basis under a standard single room rate (unless otherwise contracted). This rate will be based on availability and competitive rate offers at that time. VFM/Budget Rate
26. Where 1 x person is presented for use of a double room then the higher rate for single occupancy will be applied. Double/Twin for Single occupancy is a discounted rate higher than single occupancy but lower than Double/Twin Room occupancy for 2 x persons). This rate will be based on availability and competitive rate offers at that time. Double/Twin for Single Occupancy Rate
27. Where 2 x persons are presented for use of a double/twin room then the full cost of per person, per night applies with a discounted price for 2 or 3 course dinner. This rate will be based on availability and competitive rate offers at that time. Double/Twin Occupancy + Dinner Rate

## ONLINE RATES & OFFERS

28. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) will from time to time, post a range of offers with discounted prices online.
29. We reserve the right to correct any online booking rates resulting from an information technology error or for example, if a guest booking for a Single Occupancy results in Double or Twin occupancy situation at Check-In.

## CANCELLATIONS & AMENDMENTS

30. Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) position on losses arising from cancellations or curtailment of confirmed bookings, (unless we are able to re-let the accommodation booked), is to seek the following cancellation charges:
  - For Non-Commercial or Company Businesses, if 48 hours-notice is not given for confirmed bookings, then the initial deposit or first night rate will be charged, whichever is the higher.
  - For Commercial or Company Businesses, 100% of Contract Value.
31. Isles Hotel Group recommends that individual guests take out holiday cancellation charges.

## GENERAL INFORMATION

32. Information Accuracy - Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) will make every effort to ensure the accuracy of the information contained in our terms and conditions. We cannot accept responsibility for any errors or omissions and reserve the right to vary, amend, supplement or cancel information or offers featured at any time.
33. Force Majeure - Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) shall not be responsible for any loss or damage which you may suffer arising from events beyond its control or the control of its suppliers (including, without limitation, fire, failure of electrical, gas or other power supplies, strikes, industrial action, terrorist activity, technical problems with transport, illness of entertainers and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary or any other consequences which arise as a result of such events.

34. Liability - Isles Hotel Group operating under (Dark Island Hotel, Isle of Benbecula House Hotel, and the Borrodale Hotel) shall conduct our operations in line with legislative requirements and will not attempt to exclude or limit the Company's liability for the death or personal injury of any person caused by the negligence of the Company or its employees, servants or agents, nor will we attempt to exclude or limit the Company's liability in any manner which would be unlawful.
35. Meal Arrangements - For those guests on a tour package which includes dinner, we offer a choice from the hotel's table d'hôte menu served in our Function Suites. There is no refund for meals which are not taken by guests on these breaks. For guests on Bed and Breakfast rates or packages, the option to have dinner in our restaurant is available or alternatively we serve bar meals in our Lounge Bar.
36. Children - Children under the age of 5 can stay and eat free at our hotel when sharing a room with 2 x full paying Adult Guests. Children from the ages of 5 to 12 will be charged at £29.50 per child per night, which covers the cost of bed & breakfast. All other meals will be charged for as taken. This rate applies when sharing a room with 2 x full paying adults only where a suitable room is available. Availability of suitable rooms is limited at peak times and portable beds may need to be used where such accommodation is sought.
37. Pet Friendly - Dogs are welcomed within our hotels under the condition that any damage caused by the pet is covered by guests. Pets are not allowed in our food & beverage areas with the exception of Guide Dogs. Guests with dogs are able to arrange an alternative solution at each of our premises, normally through use of our Public Bar environments.
38. Smoking or Vaping - Smoking or Vaping **IS NOT PERMITTED** in any of our bedrooms. Smoking in any public area is strictly prohibited and it is an offence to do so by law. Should we find any evidence that this rule has been broken, you authorise us to debit your Debit/Credit Card with a 2% surcharge to be added for a cleaning fee of £150.00.
39. Vehicle Parking - Vehicle parking is free at our hotel for guests. Vehicles left in the hotel car park are left at the owner's risk and the hotel cannot take responsibility for any damage caused to vehicles left in the hotel premises.
40. Bedroom Damage - Any damage noticed on arrival should be notified to staff at reception at your earliest possible convenience. Should we find that damage has been caused to the room after your departure, you authorise us to recover from Debit/Credit Card with a 2% surcharge for a cleaning fee of up to £150.00 or the full cost of reinstating the room to its prior condition.

## **COMPLAINTS OR COMMENTS**

41. Any complaint or comment regarding a stay at any of our hotels should be directed in the first instance to the hotel duty manager at the time of your stay so we can seek to resolve any issue promptly.
42. Problems which cannot be resolved at that time should be notified in writing to the following points of contact who will investigate and seek correction to any failings on the part of Isles hotel Group.

Customer Services & Sales  
Isles Hotel Group, Head Office, Linaclate, Isle of Benbecula, HS7 5PJ  
Telephone 01870 602024  
Email: [office@isleshotelgroup.co.uk](mailto:office@isleshotelgroup.co.uk)