

# STRAIGONA B&B

TANKERNESS

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## TERMS AND CONDITIONS

### CANCELLATION POLICY

Note that under Scottish Law, reservations - even those by verbal agreement - are legally binding. Intending Guests are advised to take out Travel Insurance. For example, adverse weather, particularly outwith the Summer season, can seriously disrupt ferry and flight schedules. In the event of cancellation, or of guests failing to take up their accommodation, we are entitled to recover costs as per below.

#### **The deposit is non-refundable.**

If the booking is cancelled less than 14 days before arrival then a charge equal to the full booking amount will be made. Should we then obtain a last minute booking for the room/s then Straigona will refund you accordingly.

If due to unforeseen circumstances Straigona cannot fulfil a booking, guest/s affected would be contacted as soon as possible and every effort would be made to find alternative accommodation on the island. Straigona however would not be liable for any additional costs incurred by the guest/s as a result of this. The deposit would be returned in full.

#### **Loss/Damage to Property**

Lost keys will be charged at £25.00. Rooms will be checked after departure and any breakages or damage will be charged to the person in whose name the booking was made. Straigona B&B reserves the right to charge for damage, missing or soiled items using a new for old policy.

#### **Smoking Policy**

We have a strict no smoking policy throughout the guesthouse. Should you choose to ignore this, you will be asked to leave and will be charged for the entire length of your stay. In addition you will be charged £80 per contaminated room for specialist cleaning. There is an outside smoking area under the front porch.

## **COVID-19**

Obviously we have taken all precautions necessary to keep you and us comfortable and well during your stay but, taking worst case scenario that we have an outbreak of the virus at Straigona we will follow government guidelines. This may involve asking you to leave immediately or to self-isolate here. Guidelines are that, should you have to self isolate with us, all costs incurred for extended stay would be your responsibility to settle. Should we have guests self isolating with us, when you are due to arrive, we will alert you immediately and endeavour to book you into alternative accommodation. **Straigona cannot be held responsible or liable for any additional costs involved pertaining to COVID-19**

**By booking with us you are deemed to have accepted these terms and conditions.**