

Terms and conditions of your stay

- 📄 **Visitors are requested to leave the rooms clean & tidy, avoiding undue noise which could disturb others.**
- 📄 **One set of keys are supplied for each room, the main front door and a room key. (plus a safe key if you have a safe in the room)**
- 📄 **Additional sets are available for a deposit of £10 per set, refundable upon return.**
- 📄 **It is requested that you contact The Tam O'Shanter a few days before arriving with an ETA**
- 📄 **Rooms are available from 1pm onwards, on day of arrival**
- 📄 **Latest check in 9.30pm, on day of arrival unless previously arranged**
- 📄 **Check out 10:30am, on day of departure**
- 📄 **The rooms must not be occupied by more persons than booked into each room, additional guests must be paid for.**
- 📄 **The management do not hold its self responsible for valuables left in rooms.**
- 📄 **Management reserve the right to cancel accommodation at any time, if in their opinion the behaviour of a visitor is such that the comfort and enjoyment of others is thereby endangered.**
- 📄 **All deposits paid are non-refundable. (different deposits are taken to secure the room depending on which distributor you book with)**

Booking Terms

These Booking Terms apply to the Tam O Shanter Guest House, our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

Bookings

Bookings are made and a contract between You and Us comes into effect when We accept a deposit from You. We will accept a reservation when We have confirmed Your reservation and received full payment of the total price quoted from You or in the event that we require a non-refundable deposit, when we have received full payment of the total value of the non-refundable deposit. Where a non-refundable deposit is paid, the balance will be paid by You to Us on either check-in or check-out You must be able to enter into a legally binding contract and be over 18yrs to make a Booking. Bookings must be paid for using an acceptable and valid credit or debit card. When a Booking is confirmed, a reservation number is given. This number must be retained for access to the Booking details if cancellation or amendment is necessary.

Prices

All published rates include VAT where applicable (and local taxes) at the current rate. Rates are per room per night. If You have selected supplements they will be added to the total price of the

Booking. Rates do not include other costs you may choose to incur during Your stay (unless otherwise stated). Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change.

Availability

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation.

Arrival and departure

Check-in times are specified on your booking confirmation. Check-in times outside of those specified must be confirmed with Us prior to arrival. The Check-out time is also specified on your booking confirmation.

Cancellations

If You have paid a Booking Deposit:

If You cancel Your Booking at any time and have paid a non-refundable deposit, you must contact Us to cancel Your Booking, although no money will be refunded to You.

If You have paid the full amount for Your Booking:

If You cancel Your Booking within 14 days of the scheduled check-in time on the date of arrival as printed on your booking confirmation a charge equivalent to the total Booking price that includes any supplements selected by You will be levied. If You need to cancel Your Booking more than 14 days before the scheduled check-time then please refer to the Conditions of Use below for specific terms relating to our Refund Policy.

Conditions of stay

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of stay please contact us. We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behavior that causes a disturbance or nuisance to other guests.

Liability

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or our Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

Data protection

We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information.

Conditions of Use

all bookings are secured by a non refundable deposit all rooms are a first come first served basis and phone bookings are held for 7 days for confirmation.

The Tam O Shanter CANCELLATION POLICY

Any cancellations with in 14 day of the arrival date or the no showing of the party on the arrival date will result in the whole balance of the booking having to be paid. For group booking a £10 bond per person will be asked for any damages,soilage or monies owed will be deducted from the groups bond money

A reasonable standard of behavior and dress is to be observed by all guests at all times whilst on the premises, failure to observe this rule by any member of your party may lead to the eviction of the offender from the hotel.

All damage and breakages must be paid for. Please look after your keys as losing them will result in a £10.00 lost key charge.

Only the persons listed on the booking form are authorized to stay at the hotel. Any unauthorized person found staying at the hotel will be charged £20.00 per night for the duration of the party's stay. If one member of the party is asked to leave the whole party will be asked to leave with no refunds on room or bond monies.

There is no smoking.

Any monies owed to the Tam O Shanter will be deducted from the card used to pay the deposit if the monies cannot be taken of the card for what ever reason then you have 14 days to pay the amount or court action will be taken against you.

By agreeing to these terms you enter a contract with the Tam O Shanter Guest House

For cancellations call 01253 620341 speak to Emma

Here at the Tam O Shanter we have a strict policy not to mix families with group bookings to achieve this single sex or group bookings MAY NOT book online if they do all bookings will be void with NO REFUNDS