



## GROUP TERMS AND CONDITIONS

### 1. Accommodation

#### 1.1. Charges and payments:

- 1.1.1. A deposit with cleared funds is required to confirm your reservation. We require the full deposit amount in pounds sterling to be paid.
- 1.1.2. A provisional booking can be held for up to a maximum of 14 days without payment. We keep the right to delete the reservation if the deposit is delayed.
- 1.1.3. Deposit Requirements:
  - 1.1.3.1. Bookings made more than 15 weeks prior to arrival: 15% deposit at the time of booking.
  - 1.1.3.2. Bookings made within 15 weeks prior to arrival: 50% non-refundable deposit required (non-refundable and on accommodation only)
  - 1.1.3.3. If payments are delayed with more than 14 days, Saxa Vord has the right to release the reservation and keep the deposits already paid.
- 1.1.4. Final payment for accommodation is to be settled 6 weeks prior to arrival
- 1.1.5. We prefer payment by bank transfers, but after a prior agreement, we can accept debit or credit cards.
- 1.1.6. The charges quoted may be subject to alteration if government legislation changed, for example VAT.

#### 1.2. Food Charges

- 1.2.1. 50% of the agreed food charges to be paid 6 weeks prior to arrival and the remainder to be paid on departure.

### 2. Cancellation

- 2.1. In the event that you cancel all of your accommodation, upon acknowledgement of written confirmation from an authorised person the following cancellation fee will apply to the final invoice:
  - With more than 6 months' notice: loss of deposit only
  - With 5 - 6 months' notice: 25% of the total value of the cancellation
  - With 3 – 5 months' notice: 50% of the total value of the cancellation
  - With 2 – 3 months' notice: 75% of the total value of the cancellation
  - With less than 8 weeks' notice: 100% of the total value of the cancellation.
- 2.2. If you cancel all or part of your conference booking or any booked meals within 14 days, the full balance will be charged for the original numbers booked

### 3. Authority

- 3.1. The company or persons name that appears on the booking certifies that they are authorised to agree booking conditions on behalf of all persons staying at the property booked, including those substituted or added at a later date.

### 4. Hirer's Obligation

- 4.1. The hirer agrees:
  - 4.1.1. To permit the owners reasonable access to the property to carry out any urgent maintenance. Where possible prior arrangements will be made.
  - 4.1.2. Not to sublet or share the property, except with persons nominated on the booking
  - 4.1.3. The maximum number of persons allowed at the property is clearly stated, and must not be exceeded (Owners reserve the right to refuse entry to the property or to terminate the hire without notice and without refund in the event of the hirer breaching this condition)

### 5. Damage charge

- 5.1. When accepting our booking terms, the company/person accepts responsibility for any damage caused by any member of their party (including pets) and agree to pay in full for any costs incurred as a result

- 5.2. This include the cost of any damage to furniture, fittings, goods, to the property itself, loss of keys or to cover any extra cleaning over and above that reasonably expected after the duration of the stay
  - 5.3. If a claim is being made an appropriate amount will be taken from the card used to pay the balance under advice together with an explanation as to the reason. If we are unable to take the amount from the card an invoice or payment request will be issued.
6. Names, special needs, diets, conference details
    - 6.1. Full names of participants must be sent to us in writing no less than 14 days prior to arrival. It is the organiser's responsibility to inform us about any special needs or dietary requests.
    - 6.2. For day conference bookings or dinners, we need the following information 14 days prior to the conference: - exact number and name of participants - conference schedule - dietary needs
    - 6.3. In order to comply with food hygiene regulations, only food and drink supplied by Saxa Vord may be consumed in the restaurant and bar areas.
7. Changes in the booking
    - 7.1. Any group related extension or cancellation should be initiated in writing by the group organiser.
    - 7.2. If a member of the group wishes to extend their own stay and pay for it individually, the extra nights should be deposited with credit/debit card payment by the participant. We can only extend this way if the leader already sent us the names of the members!
    - 7.3. Any double bookings caused by miscommunication between the group leader and members will have to pay the full amount for the number of nights booked.
8. Arrival and Departure, parking:
    - 8.1. Houses and hostel rooms cannot normally be accessed until 2.00pm on day of arrival. If your arrival is after 9pm, you have to notify us in advance.
    - 8.2. Please try to allow enough time in your programme on departure day for delegates to pack luggage and vacate their rooms by 10.00am.
9. Security and damage:
    - 9.1. Any equipment or valuables brought onto the premises, such as motor vehicles, cash, computers, cables are the responsibility of the owner, and are not covered by Saxa Vord's insurance
    - 9.2. Any loss of or damage to Saxa Vord's property caused by the organisation or any of its delegates, agents or suppliers will be charged for.
    - 9.3. Smoking is not permitted in any of Saxa Vord's buildings. If guests are not compliant, then Saxa Vord will have the right to charge a fixed penalty of £100.
10. Insurance and risk assessments:
    - 10.1. You are responsible for ensuring that your organisation has effective arrangements in place, including insurance and risk assessments, for any activities that you may be conducting whilst at Saxa Vord and for these to be available for inspection.
    - 10.2. You are also responsible for ensuring that your organization has effective arrangements in place, including risk assessments, to ensure the safeguarding of any children, young people or vulnerable adults within your group whilst staying at or visiting Saxa Vord.
    - 10.3. It should be noted that Saxa Vord does NOT have public liability insurance against claims of personal liability or damage caused through negligence during a hiring event. We require that you obtain such insurance before using these premises.
    - 10.4. Same for death or personal injury resulting from its or its employees' or agents' negligence or wilful default, Saxa Vord accept no liability for any death or injury to any persons attending functions or for any loss or damage to any property belonging to such persons. Saxa Vord also accepts no responsibility for injury to people attending the function nor for any items brought into the premises.
    - 10.5. Furthermore, organisations are responsible for conducting their own Risk Assessments before using the premises since hirers are responsible for any accident or injury arising out of the activity for which they have booked the premises. It is the responsibility of the hirer to ensure that the premises are safe for the purposes for which they intend to use them.
11. General:
    - 11.1. Saxa Vord has the right to alter or cancel any booking that it cannot keep for reasons beyond its control. If this happens, Saxa Vord will use all reasonable efforts to offer you an alternative booking, but is not liable for any losses or damages arising directly or indirectly from such circumstances.

11.2. This contract shall be governed by the laws of Scotland. No failure or delay by us in exercising any of our rights under this contract shall be deemed by a waiver of that right. The provisions of these terms and conditions are severable and distinct from one another, and, if at any time any provision is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the provisions shall not be in any way affected or impaired.

11.3. Disabled access

11.3.1. All our houses have toilets downstairs, but the bathrooms are upstairs and therefore may be unsuitable for wheelchair users. Guests should check with us before booking to see how we can resolve any mobility access issues.