

VOE HOUSE BOOKING TERMS AND CONDITIONS:

The terms and conditions detailed below apply to all bookings made with us / Voe House directly. This is applicable to telephone bookings or reservations made from our website or other accommodation providers. When your booking is confirmed by email, your contract (which shall include these terms and conditions) will be with Voe House, which shall mean in these terms and conditions Voe House Ltd, Company Number: 671185.

BOOKING & PRICING.

All rates featured on the Voe House Website are offered subject to availability and we reserve the right to refuse any booking for good reason.

Our pricing will fluctuate depending on availability and demand at any given time. All prices are subject to change without notice. Prices are subject to availability and not subject to VAT. Your price is guaranteed once you have received a booking summary after the booking has been placed.

Call 07900707744 or book online at www.voehouse.co.uk. Due to the nature of some of our rates, not all are available online, please call if required. We are available to take your booking any time.

If you make a booking by phone, you will be asked to secure your booking and authorise a deposit with a valid debit/credit card via our secure booking system. We also accept bank transfers.

All bookings will have a single point of contact, the booking holder. The booking holder will be responsible for payment and all correspondence sent. It will be booking holders responsibility for distributing all relevant correspondence to other guests within the party, house rules & instructions etc spa use disclaimers for example.

When the booking is made, we require a 25% non-refundable deposit to be paid.

Full payment for your reservation is due 4 weeks before arrival. If paying by card you will receive a payment link for the final payment on the due date. Should final payment not be made with a week of the due date we reserve the right to cancel the reservation and the 25% deposit will be withheld. We will get in contact if the balance is to be settled by bank transfer.

Where reservations are made within 4 weeks of the arrival date full payment is required at the time of booking.

CANCELLATION & AMENDMENTS.

All cancellations are made in accordance with the cancellation terms of the rate booked.

We strongly advise that you have suitable travel insurance to cover cancellation costs should unexpected schedule changes be necessary. If booking through our website insurance can be purchased at the time of booking, XCover refund protection.

Should cancellation be necessary more than 4 weeks prior to arrival, we will withhold the 25% deposit. If full payment has been made prior to the due date, we will refund the 75% balance that has been paid.

Should cancellation be necessary within 4 weeks prior to arrival, the booking cost is non-refundable. However, we shall at our discretion, attempt to resell your reservation, and offer a full or partial refund, but offer no guarantee to this effect.

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. This could be due to building problems or damage. If possible, we shall offer an alternative accommodation. However, you have the right to cancel your reservation and receive a full refund. Note: we shall not be liable for any sums which you have paid to any other persons or parties in connection with your reservation. For the avoidance of doubt, we shall have no further liability to you for any changes to or the cancellation of any accommodation.

SECURITY DEPOSIT.

When making a booking for Voe House we may ask for a security guarantee. The security deposit will be available to us for the duration of your stay and inspection is complete after your departure. The deposit is assurance against costs due to property damage; extensive cleaning, non-compliance with our non-smoking policy; the wellbeing of other guests stays. Should damages be incurred legal action may be necessary to recover any balance damage costs.

NON-SMOKING POLICY.

As per Scottish Law introduced on 26/03/2006, smoking is prohibited indoors. As such all inside areas are strictly non-smoking. There is a minimum fine of £100 per room for non-compliance with this law. Further to this, there may be additional charges to cover the cleaning time necessary to remove cigarette smoke odour.

Provision is made for smokers to the rear of the house where external cigarette buckets are provided.

HOUSE RULES & CONDUCT.

We want every guest to enjoy their stay at Voe House. It is a condition of your stay that consideration is given to all guests and the quality of their stay. It is not acceptable to make excessive noise or participate in anti-social behavior. We also expect the same courtesy to our staff, no form of abuse will be tolerated. We reserve the right to terminate any booking associated with any form of disruptive behaviour.

Voe House is NOT available for events, social gatherings or parties and is not to be used as such.

We may request the immediate removal from the premises of all persons who do not comply with our conditions of occupation. In such an event the accommodation charge will not be refunded.

Occasionally problems are identified at our premises resulting from general wear and tear. Should this happen please inform us as soon as possible so we can make repairs, and source replacements. We will do our best to resolve such problems as quickly as possible.

Voe House management reserves the right of access to any room at reasonable times for the purpose of servicing, inspection and repair. Right of access to any room may be exercised at any time in the case of emergency and where it is necessary for the immediate inspection of damage to the property.

Check in is available from 3pm on the day of arrival and the property must be vacated by 10am on the day of departure. Failure to vacate the property at the check-out time may incur additional charges.

No guest shall have power to assign sublet or share possession of any room during or after the contract period of occupancy or otherwise.

Guests shall be liable for all breakages and damage that may occur during their stay. Minor breakages or damage, such as a broken glass, may be waived at the discretion of the management.

It is an expectation that guests will perform their own day to day housekeeping and keep the property and kitchen areas clean and tidy after general use. Should there be spillages they should be cleaned up immediately. Should more serious cleaning or maintenance instances arise needing professional attention, Voe House management must be informed immediately so the issue can be resolved as soon as possible.

It is an expectation that guests will familiarise themselves with the fire plan and the integrated alarm system, an induction will be provided.

General housekeeping will be done on each visit we make. We will let you know upon arrival as the schedule is subject to the duration of the booking.

Toilet rolls, soap, cleaning products, dishwasher tablets will also be provided.

STAFF SERVICING AND CLEANING.

Staff will visit the premises to perform checks and inspections and the property will be serviced one or two times per week subject to the number of guests. Bed linen will be changed after a maximum of one week. There is ample additional bedding and towels provided if required. General housekeeping will be done on each visit. Toilet rolls, soap, cleaning products, dishwasher tablets will also be provided.

Note guests are prohibited from washing their own bedding or towels.

PETS.

We have a strict no pet policy at Voe House.

GUIDE AND ASSISTANCE DOGS.

Guide and assist dogs are welcome but pre-arrival notification is required, consideration has to be made for the wellbeing of staff and other guests, who may have allergies. We reserve the right to ask for proof to ensure the dog is a trained genuine assistance dog. It is an expectation that any dog fouling around Voe House is cleaned up by either the dog owners or extended party.

CAR PARKING.

Car parking is available on the premises, there is space for approximately 10 cars. There is also public parking available near the pier area. This is free of charge. We will not accept any liability for any accidents, damage or loss incurred to cars parked on or close to the premises.

INTERNET ACCESS.

Internet is provided free of charge to guests. The internet access is for general use, there is an expectation that all internet use will be lawful.

EXTRA SERVICES.

There are guest laundry facilities at Voe House. We cannot be held liable for any loss or damage resulting from use of the laundry facilities.

COMPLAINTS OR COMMENTS.

Any complaint or comment regarding a stay at Voe House should be made to info@voehouse.co.uk. Or call us on 07900707744.

PRIVACY POLICY.

We are committed to protecting your privacy. Please refer to the web site for the privacy policy.

WEBSITE.

Our Voe House Website may contain links to other websites operated by other parties. These links are for your information only. Voe House does not endorse the views, statements or any information contained on these websites.

We accept no liability for bookings made from external sites.

See our website for further terms and conditions details.

GENERAL INFORMATION.

We / Voe House shall not be responsible for any loss or damage which you may suffer arising out of events beyond our control, including without limitation, fire, failure of electrical service, water, gas or other power supplies, strikes, industrial action, terrorist activity, pandemic, technical problems with transport 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.

For the avoidance of doubt, nothing in these terms and conditions shall operate to attempt to exclude or limit our liability for the death or personal injury of any person caused by company negligence or company employees, servants or agents or to attempt to exclude or limit Voe House liability in any manner which would be unlawful.

These terms and conditions shall be subject to the laws of the jurisdiction in Scotland.