

## OVERNIGHT GUEST TERMS & CONDITIONS

### All Bookings

The Terms and Conditions detailed below apply to all bookings whether made online at Carberry Tower Mansion House and Estate or made by telephone or in person. When you make a booking, your contract (which includes these Terms and Conditions) will be with Kingsland Estates (Carberry Tower) Ltd. T/A Carberry Tower Mansion House and Estate. All rates are subject to availability, all bookings are taken at the discretion of Carberry Tower Mansion House and Estate. Carberry Tower Mansion House and Estate has a minimum age requirement of 18 years old for booking a hotel room. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone. We may require photo ID as proof of age. Because of our Castle-style property, the bedrooms are not uniform - they vary in size and layout, each of them having their own unique character.

### Payment

You will be asked to guarantee your booking with a debit or credit card including your 3 digit security code. We accept MasterCard, Maestro, Visa & Visa Delta (and American Express for an additional surcharge of at least 3%). A full non-refundable, non-transferable payment is required for promotional, seasonal and advance purchase rates at the time of booking.

**Please note:** If pre-payment is not required, then payment is due on departure from the hotel and can also be made by Carberry Tower Mansion House and Estate gift vouchers. On arrival at the hotel, all reservations will require pre-authorization with a credit card or cash deposit to cover incidentals during your stay.

### What happens if you need to cancel?

Flexible bookings can be cancelled for a full refund 3 days prior to the day of arrival. Later cancellations or no-show will be charged at 100 percent of the first night's rate. Promotional and advance rates are non-refundable and non-transferable in the event of cancellation. For cancellation policies on corporate arrangements, please refer to individual contracted Terms and Conditions.

### Cancellation by Carberry Tower Mansion House and Estate

Very occasionally, we may have to cancel your booking. We will tell you as soon as possible and offer you an alternative accommodation of the same standard, or higher, or offer a full refund. We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

### Force Majeure

Carberry Tower Mansion House and Estate cannot accept responsibility or pay any compensation where the performance or prompt performance of the contract is prevented or affected by reason of circumstances which amount to "force majeure". Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots or civil strife, industrial action, natural or nuclear disaster, adverse weather conditions, war or threat of war, actual or threatened terrorist activity, epidemic and all similar situations beyond our control.

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## Rates

All rates quoted are per room per night, are subject to availability and include Tax (VAT) & Services. Special rates quoted cannot be used in conjunction with any other discount, offer or promotion. Supplements will be applied for family room occupancy and selection of Executive, Junior Suite (Turret Suite), Suites (Grande Suites) or Superior Suites (Royal Suites).

## Children's Policy

- To accommodate a family in our guest bedrooms, a foldaway bed will be used and is chargeable at £20 per child (aged 16 or under) per night. Should you require a cot, please ask at the time of booking. Please be advised that not all guest bedrooms are suitable for accommodating families and availability MUST be checked in advance directly with Carberry Tower Mansion House and Estate.

- Upgrade charges apply for larger rooms.

## Food & Beverage

A tray charge will apply to all meals taken in your room. Breakfast times may vary at the weekends. Please contact the hotel with any special dietary requirements.

## Car Parking

Although we have ample complimentary car parking available on site, this is subject to availability. Your room booking does not guarantee a parking space and if you find the car park is full, you will be given directions to the nearest alternative site. Parking your car is entirely at your own risk and we cannot accept any responsibility whatsoever for theft or damage to your vehicle or other property howsoever caused.

**In general, as is standard throughout the hospitality sector, Carberry Tower Mansion House and Estate cannot accept any liability for any theft, loss, damage or breakage to guests' property howsoever caused.**

## Mobility Impaired

Our hotel complies with the access requirements of local disability legislation. If you have special requirements please inform us at the time of booking. Advance notice is essential.

## Check In and Check Out

Check in is from 3pm and check out is 11am. If you plan to arrive after 9pm, please advise Carberry Tower Mansion House and Estate. Failure to notify of late arrival may result in your room being resold, and our cancellation terms will apply.

## Gift Vouchers

Gift vouchers may be exchanged for goods or services at Carberry Tower Mansion House and Estate. Vouchers may be exchanged for goods or services of a higher value on payment of the difference. Vouchers cannot be exchanged for cash. No photocopies accepted. Vouchers are to be redeemed at the hotel. Vouchers cannot be replaced if lost or stolen. Vouchers are only valid for 12 months from the date of issue. Please allow up to five working days for purchased gift vouchers to arrive. All orders are subject to a £6.20 postage fee.

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## **Dog Policy**

Carberry Tower Mansion House and Estate do not accept dogs, with the exception of guide dogs which are allowed in all areas of the hotel, including the restaurant.

## **Smoking Policy**

Carberry Tower Mansion House and Estate is smoke free and a penalty fee of £200.00 will be strictly applied if you are caught, or suspected, of smoking or attempting to smoke within the property.

## **Breakage/Damage Policy**

A minimum charge of £200 will be levied to the bill-payer for any guest found actually, or suspected, of inappropriate behaviour, damage to property or soiling within Carberry Tower Mansion House and Estate at the sole discretion of the management.

## **Promotions and Reader Offers**

Your promotional or reader offer packages will be based on two guests, sharing a classic double or twin bedroom. Carberry Tower Mansion House and Estate allocates a limited number of bedrooms to these promotional offers and once the allocation has gone, you will be offered the next best available price. These offers are valid on new bookings only and cannot be used in conjunction with any other discount, offer or promotion. The same children's policy applies to all promotional bookings. The usual single occupancy and upgrade supplements apply.

## **WIFI Connectivity**

With a newly installed 100mbps line, we have excellent WIFI coverage and connectivity available for the enjoyment of our Guests. Please note, whilst every effort is made to ensure the protection of our network, we cannot accept liability for any virus or malware downloaded by guests whilst using/connecting to our network.

## **General**

All guests, whether paying or non-paying, are respectfully invited to conduct themselves in a manner befitting the property and values of the Household. Any guest found not behaving in a manner commensurate with Household culture or the privilege of being within a property of this note will be required to leave, without refund, at the sole discretion of Carberry Tower Mansion House management.

Carberry Tower Mansion House and Estate makes every attempt to ensure that information supplied on [www.carberrytower.com](http://www.carberrytower.com) and our booking sites is up to date, but cannot guarantee the accuracy of information or availability of bookings.

The Household is enjoyed by many different types of guest and on the special occasions of Weddings, Birthdays, Anniversaries and other such landmark events. Please do contact our dedicated Sales and Events Team if you require further details on special packages available for Events or Private Dining. Leisure guests are also welcome to check in advance with our Reservations Team, in order to ascertain if there are any Event bookings confirmed for the dates of stay.

We will be delighted to welcome you to the Household and very much look forward to contending for the best possible service. The basis of this document is contractual, under the legal jurisdiction of Scotland, between all guests, whether paying or non-paying, and Kingsland Estates (Carberry Tower) Ltd, herein also referred to as 'We' or 'Our'.

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