



TERMS AND CONDITIONS

Reservations

Apartments must be booked in advance (minimum 24 hours) and secured by supplying credit / debit card details which must be the card belonging to the guest placing the reservation. Confirmation of your reservation will be confirmed in writing by email or post (or in the case of bookings made 24-48 hours in advance, also by telephone). You must provide us with a valid landline/mobile number and full address at the time of booking. Oakhill Apartments reserve the right to decline any reservation, both during and after booking, that causes us significant concern, with any refund in such circumstances being at our discretion.

Stag, Hen and Party groups

In the interests of our guests, we regret that Oakhill Apartments Limited are unable to accept bookings for Stag and Hen Parties and other such large group bookings of a similar nature.

Payment

Payment must be made in full prior to, or on check-in to the apartment and can be made with any major credit/debit card, cash or personal cheque. Credit/debit card details will be requested even from those guests paying by cash/cheque to provide us with security against any damages, or other expenses incurred during the course of your stay. (see also damages)

Check in / Check out

Guests may check in from 2pm onwards and will be greeted by a member of staff on arrival who will provide a short tour of the apartment and explain its facilities.

Earlier check-in times may be possible but must be confirmed with Oakhill Apartments Ltd at least 24 hours in advance of arrival. Oakhill Apartments accept no responsibility for guests arriving before 2pm without prior agreement.

Under normal circumstances the latest check-in time is 10 pm (*for personal health, safety and security reasons*). This time may be extended by prior agreement with Oakhill Apartments preferably 7 days, and at least 24 hours, in advance of arrival. Oakhill Apartments will make every effort to check-in late any guest delayed by air, rail or bus services, though we ask that, as far as possible, the guest makes every reasonable effort to communicate any expected delay to Oakhill Apartments at the earliest opportunity. We reserve the right to decline any late check in on the grounds noted above. Where we decline a late check-in, the guest will remain liable for the cost of the apartment for that night and will be billed accordingly.

Check out time is 10 am on the day of departure. This time may be extended at the discretion of Oakhill Apartments Ltd, and any requirement for an extended check out time must be indicated by the guest on arrival. Unauthorised extension of check-out times may be subject to a charge up to the full standard price of one night's reservation for that apartment.



Occupants

For health and safety reasons, only persons notified to Oakhill Apartments prior to arrival may occupy the apartment. The number of persons permitted to occupy the apartment is limited to the number of beds available and this limit may not be exceeded, other than with the express permission of Oakhill Apartments, eg. where a family of 5 (2 adults, 3 children) require a two bedroom apartment which only has beds for 4. In such circumstances Oakhill Apartments would seek to make arrangements to accommodate this booking. The inclusion of any unauthorised guest for an overnight stay, in an apartment will lead to additional charge of £100.00 + VAT per night for the full duration of the booking.

Where a 1 bedroom apartment is requested by the guest and a 2 bedroom apartment is provided, the 1 bedroom rate will apply as long as the 2nd bedroom is not used during the reservation. Should the 2nd bedroom be used, an additional fee of £50.00 +VAT per night for the full duration of the stay will be charged to the credit/debit card supplied at check-in. If a guest wishes to make use of the 2nd bedroom it is their responsibility to communicate this to Oakhill Apartments at the earliest opportunity and preferably no later than check-in. Otherwise, the additional guest will be regarded as unauthorised and the £100.00 +VAT per night charge will apply for the full duration of your stay.

Smoking

As with all public buildings in Scotland, no smoking is permitted within the apartments or the block therein. Oakhill Apartments reserve the right to charge a £100.00 deep cleaning fee for any breach of this policy.

Apartment Unavailability

In the unlikely event that we are unable to provide you with the apartment originally booked, we will endeavour to relocate you to another apartment within the company at no additional cost. Where this is not possible, and no other apartment is available (for example, see Force Majeure), we will provide our guest(s) with a full refund and assist, as far as possible, in identifying alternative accommodation. Our liability for this does not extend to any transport or other costs associated with the change of accommodation.

Damages and other costs

Apartments should be left in a clean and tidy condition, subject to fair usage, prior to check out. Any damage to the apartment must be reported to Oakhill Apartments immediately. Guests are liable for the cost of any damages, be they negligent or malicious, and will be billed accordingly using the credit/debit card details provided on check-in. Any interference with fire alarms or fire fighting equipment will lead to a £500 fine for endangering the safety and security of guests and to cover Oakhill Apartments Ltd for any fine incurred for falsely calling out the fire service. Lost or damaged keys will be charged at a minimum of £60 to cover the cost of replacements, new locks and



locksmith call out charges. Guests will also be charged for any items removed from the apartment at the end of their stay without authorisation.

Call outs

Oakhill Apartments will endeavour to respond quickly to guest call outs to rectify problems relating to heating, plumbing, electricity supply and telephone. Where this is an emergency, we will seek a local tradesman or appropriate engineer to be on site within 24 hours, though during local and national holidays this may prove difficult. In such cases, we would offer to relocate guests to an alternative apartment. Where a call out is not an emergency, we will provide the said service at the earliest opportunity. It is the responsibility of guests to check that heating and hot water supplies are working within 1 hour of entering the apartment and guests must inform Oakhill Apartments immediately should there be any defect in these services. Where a problem is identified in these circumstances the same conditions will be applied as above.

Lost property

Oakhill Apartments cannot be held liable for any property lost or damaged by guests during their stay, be this in the apartments, car park or held by reception at the request of the guest. We provide personal safes at no extra cost for the storage of valuable items. Lost property found in the apartments after guests have checked out will be retained for 14 days, after which time the items will be passed onto charity, or if not suitable for re-use will be disposed of, if they have not been reclaimed.

Force majeure

Oakhill Apartments do not accept liability or pay compensation for any loss, damage or expense where our obligations are prevented or affected by reason of Force Majeure; namely any event which Oakhill Apartments could not, even with all due care, foresee or avoid – such as war or threat of war, riots, civil strife, terrorist activity, epidemic, pandemic, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

Complaints

Oakhill Apartments make every effort to ensure our apartments are of the highest standard before, during and after our guests have stayed with us. Should you have any cause for complaint please contact your Customer Relationship Manager or General Manager and we will endeavour to rectify the problem to your full satisfaction.



Cancellation Policy:

Should you have to cancel your booking at Oakhill Apartments we require this in writing by email to ask@oakhillapartments.co.uk.

Our cancellation terms are as follows:

- Cancellation in writing **within 7 days of first nights stay** – Full payment for all apartments and nights booked.
- Cancellation in writing **8 – 14 days of first nights stay** – 75% payment for all apartments and nights booked.
- Cancellation in writing **15 – 28 days of first nights stay** – 50% payment for all apartments and nights booked.
- Cancellation in writing **28+ days of first nights stay** - Any deposit paid through VisitScotland.
- *Advance purchase bookings are non-refundable. Full pre-payment will be taken at the time of booking. This cannot be refunded or transferred in the event of cancellation.*