

Inverbeg Holiday Park Terms and Conditions

The Agreement. When confirming your booking with Inverbeg Holiday Park you have agreed to the following terms and conditions; this includes when you book through a third party i.e. Booking.com/Air B&B. The person(s) making the booking must be over 18 years old and accepts the contract on behalf of all members of the party.

Alterations to your booking or cancellation. Cancellation/Alteration of the booking by the guest will not incur any charges for advance cancellation, providing that this is done prior to the specified deadline. Once this threshold has passed, Inverbeg Holiday Park will charge a cancellation fee.

If the booking is cancelled/amended within the period 6 weeks before arrival, 25% of the bookings cost will be retained as a cancellation fee. If the booking is cancelled within 14 days of the arrival date, payment will be retained in full.

Payments. When booking with Inverbeg Holiday Park a 25% deposit must be paid upon reservation. This deposit will be retained in the event of cancellation within the 6 weeks prior to the arrival. The full balance of the booking is due 6 weeks prior to the arrival date. We reserve the right to cancel any reservations that do not have a deposit paid upon booking, or that have not been paid in full prior to arrival at any time. Please be advised we do not accept American Express.

Special offers. All discounts and special offers are subject to availability and may be withdrawn without prior notice. Special offers cannot be combined with any other discount or promotion. To claim these, you must contact Inverbeg Holiday Park directly and state this before the booking is made as restrictions may apply. Failure to do so may result in the offer being invalid. The price confirmed at the time of booking is the price you will pay; discounts cannot be applied retrospectively. Only one offer per booking is allowed.

Prices. All prices are confirmed at time of booking and will not change unless you choose to alter your booking. Prices may vary throughout the seasons. All prices include VAT unless otherwise stated.

Unforeseen circumstances. In the event of any unforeseen issues due to which the accommodation you have booked becomes unavailable; we reserve the right to alter your original booking. We would do our best to match your booking to a unit of the same standard however, if we cannot you will be made aware of this and given options for resolution including full refund or transfer of reservation with no charge.

Who's in your party. When booking you must disclose the names and ages of everyone in your party, only those named in the booking may occupy the holiday home. Anyone not named on the booking will be asked to leave. In these circumstances there will no refund or compensation given. The entirety of your party (including children and babies) must not exceed the maximum capacity of the holiday home which is stated upon booking. When

booking as a walk-in on the day, valid photographic ID must be provided, and a copy taken for reception along with payment in full.

Groups. As Inverbeg Holiday Park is family friendly there are certain restrictions on group bookings, please call us to enquire about these. Group bookings, whether made by 1 person or several people for 3 or more holiday homes, must be made directly via our reception team. If you are a group booking and did not disclose this at the time of reservation, we reserve the right to cancel your bookings at any time. If you are using your reservation to host an event of any kind i.e. birthday party, stag/hen night etc. reception must be informed at the time of placing your booking. When making a group booking you will be sent an allocation sheet via email, this must be filled out and returned to reception to ensure there is enough space for all members of the group and to outline the division of costs for the party. The group leader placing the booking may be liable for all cancellation costs and damages should there be any issues within your party.

Arrival and departure times. As stated in your arrival forms check in is available from 4pm. If you would like to enquire about an earlier check in time, we request that you contact the Holiday Park to see if we are able to accommodate this. We will do our best to grant your request, but this can't always be guaranteed and may be chargeable. If your accommodation is not occupied by 9am on the day after your arrival day, and you haven't contacted us to inform us that you will be arriving late, we will treat your booking as cancelled and re-let the accommodation. Check out is strictly at 10am, if you wish to enquire about late check out you must contact reception and we will see if we are able to accommodate the request. This cannot always be guaranteed, and there may be a charge for this. If late checkout is not granted by our team in advance and you/your party do not vacate by 10am then we reserve the right to recoup any costs incurred due to delaying our new guests checking in.

Use of your holiday home. At the end of your holiday please leave everything in a clean and tidy condition. All rubbish must be placed in the park's bin areas or recycling centre located at the exit of the park. We reserve the right to apply charges for any damage or additional cleaning required to your holiday home during and after your stay. We also retain the right to enter your accommodation for maintenance purposes, or in special circumstances and emergencies.

Children. Although this is a family friendly Holiday Park, children must always be supervised. The park accepts no responsibility for any unsupervised children. Special events onsite/other facilities for children are not childcare facilities, and children always remain the responsibility of their parents or guardians. Please make sure you always know where your children are.

Guests with additional needs. Guests with additional needs and requirements are welcome at our park, we do have specific accommodation suitable for holidaymakers with wheelchairs or mobility difficulties. Some accommodation and locations may not be suitable, if you have specific needs please ask at the time of booking and our team will be able to advise. Not all our accessible holiday homes have a wet room so please check before you book if this is a facility that you require. If we are not informed of any extra requirements you have at the

time of booking the park cannot be held responsible. We will try our best to accommodate any special requirements but cannot guarantee this.

Damage or behaviour unbecoming. If you or any member of your party behave in a way which we deem unacceptable you will be asked to leave, there will be no refund or compensation given to you under these circumstances. If damage is caused to either the unit or another area of the park, we will charge accordingly to have this fixed or replaced and reserve the right to contact the authorities and may take this matter further.

Dogs. There is a limit of 2 dogs per holiday home and they are only allowed in specified pet friendly units. There is a charge of £30 per dog for the duration of your stay. Any customer who has not revealed the fact that they have brought their pet on holiday and has not booked into a dog specific accommodation will be asked to move units (if available) or leave the park. In the event of being moved to a pet friendly unit you will be charged the additional cost for a dog; you may also be charged for extra cleaning. Please bring your pet basket with you and ensure that your pet(s) does/do not lie on the bedding or furniture under any circumstances.

Dogs must always be kept on a lead whilst on the park. Dog owners must clean up after them using the bins provided. Dogs are not allowed in the play area, play park or in the shop and must not be left unattended in the holiday accommodation, or on the park.

Registered assistance dogs are accepted free of charge at our Holiday Park, subject to availability of suitable pet friendly accommodation.

Smoking. All accommodation at Inverbeg Holiday Park is non-smoking and use of E-cigarettes or smoking is not permitted in any unit. If we find evidence of smoking within the unit, we reserve the right to charge a smoking fee of £75 for additional cleaning and should this unit be unfit for resale to the next guest we may also look to recover the accommodation cost for the following night. We would advise that some owner units which are on our hire fleet are have requested that no smoking is allowed on their decking in addition to not being permitted in the unit, this will be outlined in the confirmation sent to you upon booking.

Your personal possessions. You are responsible for your personal possessions on the park or in your holiday home and Inverbeg Holiday Park accepts no responsibility for any loss or damage to these; you should take appropriate security measures to ensure against theft and or loss.

If you leave personal possessions behind at the end of your holiday, we keep lost property for up to 12 weeks after which time it will be disposed of. We do our best to return possessions that have been left behind but cannot be held responsible for them.

Cots and highchairs. Travel cots and highchairs may be hired from Inverbeg Holiday Park at an additional charge, subject to availability. If they are required, you need to request these when placing your booking. Due to the size of rooms in the units, cots can normally only be accommodated in the living area of holiday homes. Cot linen will not be provided.

Linen and towels. All beds are made prior to arrival and towels are provided for all guests staying in the accommodation.

Welcome pack. When staying at Inverbeg Holiday Park there are a few extras we provide to start you off with such as; tea towels, oven gloves, washing up liquid, cloths, binbags, soaps, and some toilet roll. Any additional items required after these have run out can be purchased from our on-site reception shop. On booking we do have the option for you to upgrade your welcome packs, these are chargeable, and details can be given on request from our reception team.

Special requests. If you have any special requests for your stay, please let us know at the time of making your reservation and we will do our best to accommodate you. Items such as bread, milk, newspapers, breakfast meat and certain wines can be pre-ordered at least 6 weeks prior to arrival through our reception team. This service will be chargeable.

Your Car. Inverbeg Holiday Park has a strict **5MPH** speed limit throughout the park. We ask that all visitors take care and attention when moving through the park. You are allowed 2 cars to be parked at your unit throughout the stay, all other vehicles brought on site are to be parked at the main office car park. All vehicles are brought onto the park at the owner's own risk, the Company does not accept responsibility for any loss or damage.

Watercraft. Being situated on the banks of Loch Lomond, Inverbeg Holiday Park is very popular for water sports. Visitors are permitted to bring watercraft onsite, but they must first notify the park at the point of booking. Bringing watercraft on-site is chargeable and you will be notified of the cost when making your reservation. The reception team will allocate you space in either our pontoons, harbour or boat yard and issue you with the correct guidance. All crafts must be registered with the National Park before they go onto the loch, failure to do so would be a breach of National Park byelaws and authorities will be notified and subsequently dealt with. All details of National Park byelaws can be found at:

<https://www.lochlomond-trossachs.org/rr-content/uploads/2016/07/Loch-Lomond-Byelaws-2013.pdf>

Park Rules. A copy of the park rules will be in both your arrival pack and in your unit. We ask that all visitors accept and respect the rules and ensure that they are always adhered to. If you have any questions or require clarification of these rules, please seek advice from a member of our team as soon as you arrive.

Comments/Complaints: All complaints should be addressed to The General Manager, Inverbeg Holiday Park, Inverbeg by Luss, Argyll, G83 8PD