



Bed and Breakfast Booking Terms and  
Conditions  
*(this is a 3 page document)*

Between the Rocks and the Sea, 22 Achtoty, Aird Skerray, Thurso KW14 7TH  
Tel: 01641521728/ 07591868824

Thank you for choosing to book your holiday with us. Please see below for our booking terms and conditions.

**Vegetarian/vegan property:** Please note that the whole house and garden is a vegetarian/vegan space. You are welcome to stay with us as a non-vegetarian/vegan, but please do not bring any non-vegetarian food into the house or garden space. By booking with us, you agree to respect this.

**Bed and Breakfast:**

Your booking becomes valid once you have paid the full amount due and been confirmed by us for your required dates. Payment can be made by bacs transfer referencing your name and arrival date (eg. Smith02042015). We will send you an email to confirm the booking. Prices are per room per night and include breakfast and taxes.

**Cancellation:** In the unlikely event of cancellation, the following conditions apply. Cancellation 14 days or more before your booking dates will incur a £30 administration fee with the rest of the booking amount being refunded to you by us. Cancellation 14 days or less before your arrival will result in 50% of the booking fee being retained and the rest of the booking amount will be refunded to you from us. Cancellation 7 days or less before your arrival will result in the full amount being retained unless we can resell the room in which case, we will return the full booking amount less 50% which is retained by us. Refunds will be made by bacs transfer into your chosen bank account. To avoid misunderstanding, we recommend you insure against cancellation.

**Non availability:** On the rare occasion we may have to cancel your booking, we would refund you your monies in full. Refunds will be made by bacs transfer into your chosen bank account.

**Arrival and departure:** Arrival time is from 4pm, if you will be arriving later than 6pm, please do let us know by calling the above number or, if you can't get hold of us on that number, Andy's mobile: 07591868824. Please vacate your room by 10am.

**Damages and Breakages:** You are responsible and liable for any breakages or damage which you or any member of your party cause to the accommodation or its contents, please report as soon as these occur. We reserve the right to charge for breakages and damage as necessary.

**Missing Items:** We reserve the right to charge for missing items.

**Liability:** We do not accept liability for any damage, loss or injury to any member of your party or any vehicle or possessions.

**Children:** We are family friendly although please note we do not have any stair gates and it is an old house. We have a highchair and also a cot available- please check availability before your arrival should you require it in your room. If you are coming to stay with us as one parent/adult and one child, we charge full (double occupancy rate) or one parent and child under 3 years, we charge single occupancy rate. We do not charge any extra over the full room rate for 2 adults staying with a child under 3 years. For children aged 3-12 years, we can offer a fold out bed in your room at an extra charge of £25 on top of the full (double) occupancy rate. Children aged 13-15 years can access a fold out bed in your room with an extra charge of 50% of full room rate ie. 2 adults and a 13 year old sharing a room would be charged at £70 plus £35 (total £105) or you can opt to rent another room (if available) for your child/children. Standard room rates apply.

**Pets:** We do not accept any pets in the house or in the garden.

**Lost Property:** We are happy to return items that have been left following departure. However, there will be a minimum charge of £5.00 to cover postage and packaging.

**Data:** Some of the data gathered during the course of a booking may be held on computer. We would like to hold this data after your visit to be able to inform you of future offers. If you would prefer us not to hold this information please let us know.

**Wi-Fi Access:** By using our Wi-Fi Service you automatically agree to the terms and conditions of use below (the "Terms"). If you do not agree to all of the Terms, please do not use the Service.

## **Internet Services**

Between the Rocks and the Sea Bed and Breakfast ("we" / "our" / "us") provides you with access to the internet in most parts of the building. By accessing the service using either medium you are agreeing to obey the terms and conditions listed below (the "Terms"). If you do not agree to the terms, please do not access the service.

## **The Terms: Fair Use**

We would like to ensure that all of our guests have an enjoyable internet experience whilst staying with us. We have therefore implemented a 'fair use' policy to ensure that we can continue to provide a fast and reliable service.

We may monitor the performance of our network and the use of it by our guests. If we notice that a guest is using it in excess of what is expected from reasonable normal use and where such excessive use is affecting other guests, particularly during busy times, we may restrict usage. If you do not use file sharing software or download large files from the internet then you should not be affected by our fair use policy. However, if it becomes clear that heavy downloading, peer-to-peer networking, or excessive streaming (i.e. more than simply streaming programme content from websites such as BBC iPlayer, 4 On Demand, or itv.com) is taking place then we may contact you to ask you to reduce your use to allow our other customers to share the system fairly. If you continue to do so, or if you

persistently exceed normal use to the extent that it affects our network and other user's enjoyment of the service, then we reserve the right to restrict or deny you access to the network.

**Live streaming:** we do not hold a TV license, so please do not watch live TV on any electrical device. We reserve the right to block your internet access should you do this.

**Our Obligations to You:** We will use our reasonable endeavours to ensure that you are provided with, uninterrupted service 24 hours a day. We will not be liable however, for any reason if the service is not available at any time for any period (this may be due to the weather), nor for any loss of data or damage to the equipment you suffer as a result of using our service. We may suspend access at any time and for any reason, including routine or emergency maintenance of the servers. For this reason we strongly recommend that you regularly save any work you are doing whilst using the service.

**Your Obligation to Us:** The service we provide is intended to be used for general purposes, including accessing the World Wide Web, email, messaging services and forums. You undertake to us that you will use the services responsibly and that you will behave in a lawful, honest and proper manner when accessing the services. Without prejudice to any other provision of this agreement, we may terminate your use of the service at any time without notice if we become aware of any behaviour that has a negative effect on our equipment or network or the use by other customers of our equipment or network or the internet in general, or which damages, or has the potential to damage, our reputation.

Without prejudice to the generality of the paragraph above, you may not: use the service for any illegal purpose (including but not limited to breaching any intellectual property or computer misuse legislation and downloading or uploading any illegal material); send any unsolicited commercial email (or "spam") or any activity relating to it; carry out any "hacking" activities such as attempting to access systems without authorization or carry out denial of service attacks.

**Data Protection:** You may be required to provide us with certain personal information. We will use such personal information in accordance with relevant data protection legislation. You warrant and undertake to us that all of the personal information you provide us with is complete and accurate. We will not disclose any personal information which is provided by you during the provision of such services to you to any third party without your permission, other than

- To any subcontractors or agents engaged by us to provide any support or administration, facilities management or similar services (subject to the subcontractors and /or agents undertaking to keep such personal information confidential);
- To any company or organisation to which we transfer our responsibilities to provide these services and products to you; or
- Where required by law or made in connection with legal or regulatory proceedings.

We may log traffic data to assist us with the implementation of our terms and conditions and our fair use policy, although it is our policy to respect your privacy.

**General:** We reserve the right to amend these terms and conditions at any time.