

POLLOKSHEILDS BURGH HALL TRUST LTD
TERMS & CONDITIONS – Lodge Hire

Thank you for choosing to book your stay in PBH Boutique Lodges, we are looking forward to host you. The upper lodge has 2 bedrooms with a double bed in each room, and the lower lodge has one bedroom with a double bed, and a sofa bed in the lounge.

The following terms and conditions apply to your booking:

1. On receipt of a request to book a Lodge, an invoice for a deposit will be issued. By paying the deposit, it is considered that the booking is binding and that the Hirer agrees to be bound by these Terms & Conditions. Deposits are considered non-refundable.
2. The balance is due four weeks prior to your stay
3. All Hirer's must be 18 years of age or older. Proof of age and identity may be required.
4. The maximum occupancy for the lodge is 4 persons.
5. Check in time is 3pm and checkout is 11am. If you wish an early check in or late checkout this can be arranged subject to availability and the payment of the appropriate fee.
6. Access is via a security code which will be sent before check in time. You should use the number of the sender as an emergency contact if required.
7. If you cancel within 3 days of your Hire then you will forfeit your payment. In the unlikely event that we require to cancel we will do our best to find you suitable alternative accommodation. If suitable accommodation is not available or unacceptable to you, we will refund your payments in full.
8. Only guests who have registered to stay in the apartment are permitted to remain after midnight, noise must be kept to a minimum.
9. In the event of any damage to the property, you will be notified and will have the opportunity to make good prior to our Insurers pursuing any claim.
10. Pets are not permitted within the lodge.
11. Smoking is not permitted within the lodge.
12. Cars are parked at their own risk.
13. We do not accept liability for any damage to you or your property (or other members of your party) whilst staying in our apartments unless caused by our negligence.
14. Any dispute shall in the first instance resolved by voluntary mediation, and failing that shall be decided under the Law of Scotland.