

## Broad Bay House Terms & Conditions

1. We accept payment by bank transfer, cash and major credit / debit cards. We will ask you for credit / debit card details on reservation and we will require a deposit equal to the first night's accommodation at the time of booking. A booking confirmation and full details will be emailed to you, once you have booked.
2. The price includes accommodation priced per room per night and includes breakfast and all taxes.
3. We cannot accept any liability of damage to your car or its contents whilst it is parked on our property.
4. Our check-in times are from 3.30 pm to 7 pm. Please provide us with an approximate time of arrival so we can be sure to be here to greet you. If you plan to arrive after 7 pm and especially if you are arriving on the evening Ullapool ferry, please request a late check-in, in advance.
5. Check out is by 10.30 am. You can leave bags with us for later collection if you wish.
6. Broad Bay House does not cater for children under 14 years of age unless all rooms are pre-booked to one family / group. Children over 14 are welcomed and treated as young adults. Sorry but we do not accommodate very young children or babies in the house, and we do not have the capacity to add extra beds or people in our rooms.
7. The whole of Broad Bay House is non-smoking.
8. We are licensed and therefore ask that guests refrain from consuming alcoholic drinks that have not been purchased on the premises. This includes in your room.
9. Guests are not permitted to bring take away food & drinks back to Broad Bay House for consumption.
10. We are dog friendly and can accommodate a well-behaved dog in Room 1 or Room 2. Please do not book Room 3 or Room 4 if you have a dog as we keep these guest rooms pet free. Dogs are not allowed in the guest lounge/dining room during breakfast or dinner service, and we consider a well-behaved dog to be one that can be left in your room during these times.
11. Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages or spillages, but we may need to charge you for repair or making good if the damage or breakage is significant. We understand that accidents do happen but if we are not notified straight away then the accident will be viewed as damage for which you will be charged.

## Cancellation Policy

A confirmed reservation constitutes a contract between the person making the reservation and Broad Bay House. Our remote island location makes it necessary to have a strict cancellation policy.

**We will not charge for cancellations provided we receive 31 days' notice prior to the date you have booked. For cancellations with a shorter notice period than 31 days, we will charge 100% of the room rate for your stay to your card. We will issue a full refund (minus a £10 admin charge) if we are then able to re-let the room for the same amount of time that you had booked for. Every effort will be made to re-let your room. This cancellation policy applies for any reason including (but not limited to) illness, covid and ferry or air disruptions, so please make sure that you have adequate travel insurance to cover this situation.**

Any request to change the date of your stay will be treated as a cancellation and the new date will be treated as a new booking to which this cancellation policy will apply.

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

## **EV Charging**

If you have an electric car, we have an EV Charger and dedicated space for electric vehicle charging. Our universal Type 2 charger is suitable for most types of electric vehicle and is for the exclusive use of guests staying with us overnight. Please bring your own cable. Our charger is a 'destination' 7kW charger, designed for an overnight charge.

Price £0.50 / kWh electricity consumed by your electric vehicle, plus VAT. Price subject to change at any time. The charger is metered, and the cost will be added to your invoice.

### **Conditions of use:**

- Only available to guests staying overnight at Broad Bay House.
- Must be booked in advance of stay and will be allocated on a first come, first served basis.
- You will need to supply your own cable. This cable must be a vehicle manufacturer supplied charging cable.
- Our charger is available on a fair use basis only. We will ask that you move your car to another space when you are sufficiently charged (not necessarily fully charged) to allow other guests to also charge their car. You may not reserve the charger for the whole of your stay, as this would be unfair to other guests.
- Legal liability from the placement of an electric vehicle charging cable is your responsibility. Any claims arising in the event of incident or injury, or instances of individuals/owners impleaded will be re-directed to you.
- You must ensure the compatibility of your electric vehicle with the charger.
- BBH and its owners will not be liable for or responsible for: a) any failure of the charger to function correctly, b) any costs, loss or damage you suffer as a result of not using the charger in line with our or the manufacturer's instructions, c) any costs, loss or damage you suffer as a result of using the charger, d) any loss or damage to your property (including your electric vehicle) as a result of the installation or use of the charger.
- Use of the charger is at your own risk.