



Hoy View - Terms and Conditions

By making a booking with Hoy View self-catering cottage you are confirming your acceptance of the Terms and Conditions set out below.

Persons making the reservation must be over the age of 18.

Payment

No deposit is required. Full booking balance is due on the day of arrival. Payment can be made by cash, cheque or bank transfer.

Cancellation

If a booking is cancelled less than 2 days before arrival then a charge equal to the first night of the stay will be made. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

We recommend that you obtain Holiday Insurance should you have to cancel your booking.

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

Check in

Check in is from 4pm on the day of arrival. A key will be placed in the key safe and the combination number provided to the named guest on the day before arrival.

Check out

Check out on the day of departure is no later than 10am. This is important in order for us to prepare for the next guests. Keys should be returned to the combination key safe upon departure.

Failure to return keys will incur a charge of £10 per key to the named guest.

Staying at Hoy View

We expect guests to treat the property with care and respect.

We reserve the right to carry out inventory and other checks prior to your departure. In the unfortunate event of any loss, breakages or damage to contents, fixtures and fittings or additional cleaning being required the named guest will be liable for covering the cost of repair/replacement (please check your insurance cover).

We also expect guests to use the rooms in a sensible manner. Only the curtains and blinds provided shall be used to cover or obstruct the windows.

Please be aware that we do not allow smoking or pets on the premises. No loud noise is allowed on the premises after 11pm.

No flammable or explosive material including candles, stoves, barbeques, should be stored, placed or used within or at close proximity to the property.

Any children staying with guests are required to be over 12 years of age.

Included in your stay

The property can accommodate a maximum of up to 4 guests. The named guest which made the booking will be held responsible for ensuring that the occupancy limit, as agreed at the time of booking, is not exceeded.

All bed linen and towels for the maximum number of guests confirmed will be provided – together with a small supply of cleaning products e.g. dishwasher and washing machine tablets, washing up liquid, cloths, refuse bags, etc. Luxury Highland shampoo, shower gel, hand wash and hand moisturiser is also provided for your stay (please do not remove).

Car parking and electric car-charging

Private parking for 2 cars is available at the property and cars are parked at the car owner's risk.

There are no electric car charging points at the property, however, our Sharvedda B&B (across the road) has two electric car-charging points (type 2 sockets) - one is a dedicated Tesla charging point and the other can be used by any other type of electric car. The charging rate is 40p per kWh.

Sharvedda B&B guests will be given priority to use these, however, if you wish to enquire about using the chargers during your stay, please contact us in advance and we will let you know if we are able to accommodate this.

Contact us

We run Sharvedda B&B which sits further away from Hoy View on the opposite side of the road - so we are on hand to provide help or advice. Guests at Hoy View are able to contact us via phone on 01641 541311, email at patsy@sharvedda.co.uk or by just calling in at the B&B.