

Booking Terms & Conditions

Abernethy Glen Kin



Booking Procedure

Once a date has been agreed between you and the Glen Kin Officer, our booking procedure is in two stages:

1. First non refundable deposit of £159 to confirm the booking
2. Final payment, due six weeks prior to arrival. If we do not receive final payment by this time, Abernethy Trust will have the discretion to treat the booking as cancelled, and full cancellation fees will apply

Your final invoice will include a charge of £100 as a housekeeping bond which, if Abernethy Glen Kin is left as it was found, will be refunded by BACS within 7 days of departure from the centre.

Please refer to our website for information on how to book.

Financial Security

Please note that advance payments are held in a secure Abernethy Trust Client's account, automatically awaiting transfer into the Trust's operating account after your visit.

Changing your booking details

We reserve the right to charge a £50 administration fee for any changes made to your booking after it has been confirmed.

Cancellation Policy

In the event of cancellation for whatever reason, deposits paid are non-refundable.

Where cancellation occurs within 42 days of your arrival, the full balance of the holiday will be due.

Cancellations must be made in writing by letter or e-mail; we will continue to hold your reservation until this written cancellation is received. Please note that if we have not contacted you within seven days, you should call the Glen Kin Officer at Abernethy Ardeonaig to ensure your cancellation request has been received.

In the event of your visit having to be cancelled by Abernethy Trust, you will be offered either a full refund, or an alternative booking.

Insurance

Our Centres are covered for public liability insurance.

We recommend that guests consider taking out appropriate insurance to safeguard against risks such as theft, accident, or the cost of cancelling a holiday (including cancelling for medical reasons). We suggest the Freetime policy from Access Insurers. (see our website)

Pricing

We reserve the right to increase or decrease published prices at any time. The price of your holiday or course will be confirmed when your booking is confirmed. Special offers cannot be applied retrospectively.

Risk

We have taken all reasonable steps to provide you with a level of care and assurances of safety appropriate to the nature of an unstaffed self catering centre.

Safeguarding

We follow accepted good practice in the matter of safeguarding children, young people and vulnerable adults. Our policy on this is available on request. You undertake to be aware of and comply with the legislation relating to the safeguarding of children and young people or regulated work with vulnerable adults, as appropriate. If you are found to be in breach of the legislation we shall have the right to terminate the booking with immediate effect and with no refund.

House Rules

Our Centres aim to impose a minimum of rules. The rules we do have are there for the safety and comfort of all guests and staff, and we would ask that you and your group members abide by them. We welcome properly constituted groups. Please note that there must be no smoking in any of the Glen Kin buildings. Full details of house rules will be given on confirmation of your booking.

Your responsibility for your group

Groups are the responsibility of their own leaders/teachers at all times. In the unfortunate circumstances of anyone disrupting a visit through behavioural or social difficulties which affect other guest's enjoyment or our neighbours in Glen Kin, we reserve the right to exclude that group at any point during the visit and for future visits. No refund will be given.

Cleaning and Damage

The group leader is responsible for leaving the Centre clean and ready for use by our next users. Any additional cleaning we have to undertake will be charged for and deducted from the bond we hold for the booking. The cost of repairs to any damage to Centre equipment and/or property caused by members of the group outside of normal wear and tear will be charged for and deducted from the bond. If the costs are greater than the bond an invoice will be issued. No future bookings from the same group will be accepted until all payments are received in full.

Personal property

Abernethy cannot be held liable for loss or damage of personal property, unless it can be proven that it is due to our negligence. Please note that the majority of guest bedrooms do not have locks, but secure storage of valuables can be provided at Reception.

If you discover you have lost personal possessions when you return home, please contact the Centre immediately. If found, we will be pleased to return the property to you by post. The cost of postage, plus a small handling and packaging fee will be due by return.

Photography & Video

We regularly take photographs and videos for promotional and training purposes. Photographs and film of guests (personal data) taken during your visit to one of our Centres may be used in future publicity, including printed material and websites. If you do not want you or your child to appear in these you must let our Office Staff know in advance of arrival at the Centre. However, we will ask for your verbal permission on-site before any photographs or filming is made and we will make sure group leaders/guardians and children are aware this is happening and the context the photo or video will be used. We will not post photographs on social media while your group is still here, unless you have already done so yourself (where we will then re-tweet or share your images). We endeavour to take photos of guests on a work password-protected iPhone or separate camera. Images are transferred from the camera/phone to a secure location and deleted from the memory card as soon as is practical.

Data Protection

The personal information requested during the booking procedure is held on computer and required to allow our employees and sub-contractors to provide the promised visit to our normal high standards. By providing us with this information you are deemed to accept the above and to have gained consent from group members of your party to disclose their details to us.

We will only contact you with regards to your booking: we will not contact you for marketing purposes (by post, telephone and e-mail) unless we have your prior permission. To see our full Privacy Policy, go to our website.

Complaints

In the unlikely event that you have a complaint about any part of your visit, please inform the Glen Kin Officer at Abernethy Ardeonaig as soon as possible, so that steps can be taken to rectify the problem.

Abernethy
glenkin@abernethy.org.uk
www.abernethy.org.uk

September 2018