Booking terms & conditions - Sandford House holidays

1. Who your agreement is with
Abbeyford Leisure is the trading name of Abbeyford Caravan (Company) Scotland Ltd. When you book your holiday, your contract wil be with Abbeyford Caravan (Company) Scotland Ltd. References to 'we', 'us' and 'our' refer to Abbeyford Leisure.

2. Booking & payments
There will be a contract between you and us when your booking is confirmed. The person who books the holiday, or named Lead Guest staying in the accommodation, is responsible for the booking and warrants that they are over 18 years of age and that the party will not exceed the numbers on the booking. At least one member of the holiday party must be aged 18 or over. Please note that we reserve the right to refuse a booking where necessary. We accept all major debit and credit cards. Full payment is required at time of booking, or, where your arrival date is more than 60 days away, you can secure your holiday with a 10% deposit (minimum £100), with the remaining balance due 60 days before your stay.

3. Prices
All holiday prices include VAT at the current rate, and water and electricity charges. Prices may change to reflect any increases in VAT. All prices are subject to change depending on market conditions and may increase or decrease. However, the holiday price confirmed at the time of booking will be the final price you pay and will not change, unless you make a change to your booking.

4. Insurance
Holidays cancelled less than 29 days before your arrival are not eligible for a refund. We advise that you have adequate insurance cover in place to give you extra peace of mind.

5. Cancellations
Cancellation notice will be taken on the date it is received by us in writing (please email sandford@abbeyford.com). Any refunds will apply to the number of days before the holiday start date as follows:
Before 30 days, full refund.

6. Change or cancellation of the holiday by us
If we are unable to provide the holiday that you have booked and we cancel before the holiday is due to start, you are entitled to a full refund of the money you have paid. No refunds can be given if guests depart prior to the end of the holiday booked, unless they do so as a result of a breach of some obligation on our part, which would justify cancelling the holiday.

7. Alterations to your booking
Once there is a contract you cannot transfer your booking to anyone else or change it without our consent. You can change or move the dates of your holiday at any time up to 30 days before the arrival date of your holiday, subject to availability and within the same year. If your arrival date is less than 29 days, you cannot change dates but can upgrade to a higher-tariff accommodation type for the same dates, subject to availabilty. We will endeavour to meet your request and will charge the difference in price applicable at that time. Changes to your booking may incur an administration fee.

8. Arrivals and contactless check-in
Your accommodation will be available from 4pm on the day of your arrival. Before you arrive, please take time to familiarise yourself with our contactless check-in process by following the links on your e-booking confirmation sent to your email address. Please also check your junk, clutter and spam email folders. We reserve the right to enter your accommodation under special circumstances or in emergencies and will charge for any damage or breakages to Abbeyford Leisure property during your stay.

9. Departures
At the end of your holiday, please vacate your accommodation by 10am. Leave it as clean and as tidy as possible and remove all rubbish and recycling items by using the nearby recycling bins. Please leave your key on the kitchen table (see links on your e-booking confirmation).

10. Smoking and vaping
The use of e-cigarettes or vaping products is prohibited in all accommodations and facilities.

11. Dogs
We allow dogs to accompany you in accommodation that we have designated as 'dog-friendly'. A supplement of £35 per holiday, per dog applies. A maximum of two dogs are permitted in each designated 'dog-friendly' accommodation. Dogs are not permitted on beds or furniture; please ensure that you bring their own bed. Registered Assistant dogs for the disabled are exempt from these charges and are welcomed in any of our accommodations. We may ask to see your yellow ADUK branded ID book. Dogs must be kept on leads at all times, remain the sole responsibility of the Owner and should not be left unsupervised in your accommodation for long periods of time. Dogs that continually bark and/or cause a nuisance will be required to be removed from Sandford House by the Owner. Owners should not allow their dogs to foul public areas as a courtesy to other guests, ensure that they clean-up after their dogs. The provisions of the Government dangerous dogs Act & Control of Dogs Act (Scotland) apply.

12. Information you have given us
Information you have given us in connection with your booking is treated in accordance with the General Data Protection Regulation. Our Privacy Policy can be viewed at abbeyford.com.

Rules for holiday guests

It is our aim to provide services and products which enable all our guests to enjoy holidays in a safe, secure and enjoyable environment. These rules have been produced to achieve that aim and should be observed whilst enjoying your holiday.

1. Charging of e-bike batteries is not permitted inside your accommodation.

2. Recycling facilities and rubbish bins are located within bin compound. Please dispose of rubbish in the appropriate bins and do not leave rubbish outside your accommodation.

3. With respect to other guests noise is to be kept to a minimum, respectful level, especially late at night by all occupants of your accommodation.

4. Antisocial behaviour towards members of staff or guests is strictly unacceptable.

5. BBQs are not permitted for use by holiday guests staying in our accommodation. BBQ hut is available to hire.

6. Parents and guardians are responsible for their children at all times and should ensure that their children behave responsibly, and are appropriately supervised.

7. No objects that may cause offence or bodily harm are permitted for use or containment.

8. Abbeyford Leisure reserves the right to make additions or deletions to these rules from time to time as it considers necessary for the general safety or proper and efficient management of Sandford House.