

The Hermitage Guest House
Spey Street, Kingussie
PH21 1HN
Tel: 01540 662137

Terms & Conditions

Guest House Policy

Guest Check In is between 16:00 and 19:00 if you anticipate your arrival time to be outside those stated please telephone with your estimated time of arrival and we will endeavour to accommodate this

We can only accept up to the maximum number of Guests equal to that detailed on the confirmed reservation

We regret we are unable to accommodate children under the age of Sixteen, any person of Sixteen years plus will be classed as an adult and charged accordingly

Unfortunately, we are not able to accommodate Pets

Guests are required to Check Out by 10:30

Vegetarian, Allergy or Special Dietary Requirements can be accommodated with prior notice

Smoking, including E-cigarettes or Vaporisers is not permitted anywhere within the property

*It is against the Law to Smoke anywhere within the premises
Anyone found to abuse this Law will be asked to leave with the full reservation amount being charged plus an additional fee of £50:00 will be levied to cover additional cleaning and dry cleaning of curtains etc*

Wireless internet is available and is free of charge

Parking for all guests is available on site and is free of charge – Please note: Vehicles parked at the property are done so at the vehicle owners' risk We regret we cannot accept any liability for damage to or loss from guests' vehicles. Guests are requested to park with consideration for others

Payment Conditions

A non-refundable deposit equal to 25% of the stay is required and must be made by credit card or debit card to secure the booking

Payments accepted by the following cards:

Visa Debit, Delta, Visa Credit, Maestro, Switch or MasterCard – no charge

The Full booking balance is due on departure and can be paid by any of the above cards or by cash (cash preferred)

Any refund will be subject to a £10:00 administration cost and any such refund will be solely at the owners' discretion

Cancellation Conditions

If a booking is cancelled less than 7 days before arrival then a charge equal to 50% of the stay will be made

If a booking is cancelled less than 1 day before arrival then a charge equal to the full booking amount will be made

In the event of a no show or booking reduction (on or after arrival date) the full cost of the booking will be made

Damage, Spillage, Breakages & Loss

Whilst we realise that accidents do happen we request that Guests report any incidents that may occur so that they can be dealt with in a timely manner to prevent further damage, staining etc

We do not normally charge for minor incidents if reported
However, we reserve the right to make a retrospective charge for any serious damage, spillage causing permanent staining, breakages or for any Guest House item removed from the property