



## CROMLIX

### TERMS & CONDITIONS

**BOOKING TERMS** - A valid payment card must be provided at the time of reservation. A deposit of the first night will be taken at the time of booking.

Cancellations can be made without charge to your reservation up to 7 days before 3pm prior to your arrival, after which point the deposit of the first night will be non-refundable. Cancellations within 72 hours of your arrival you will be charged the full balance of the reservation.

No shows will be charged the balance of the reservation.

All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11.59pm on the scheduled date of arrival unless otherwise agreed directly with the hotel. The hotel may change these standard terms and conditions in relation to certain promotions and seasons.

**GUARANTEE POLICY** – A valid credit card is required at time of booking and a deposit of one night's accommodation will be taken.

**CHECK IN & CHECK OUT** – You may check-in at any time from 3pm on the scheduled day of arrival. On the day of departure, we kindly ask you to vacate your rooms by 11am. You may request an early check in at the time of booking which we will try to accommodate however cannot guarantee it will be available. Late check outs can be requested with the team on check in. Please feel free to arrive earlier than 2.30pm to enjoy the hotel's facilities.

**BOOKING CHANGES** – Rates are subject to change & we reserve the right to change your accommodation should we need to. Except where special arrangements have been made with us, specific Suites or room names are not provided to you prior to your arrival.

**GROUPS** – The hotel considers a group any booking of more than 5 rooms or more booked during the same dates and for the same purpose. Any booking for 5 rooms or more will therefore be subject to the group conditions of deposit and cancellation policies.

**RATES AND PROMOTIONS** – Subject to availability. Blackout dates may apply. Promotions cannot be combined and promotional rates are displayed with all discounts applied. Promotions apply to new bookings only.

**METHODS OF PAYMENT** - we accept Cash, Master Card, Visa and American Express.

**DRESS CODE** - At Cromlix we want you to feel at home, so please wear whatever makes you feel comfortable.

**DIETARY / ALLERGEN** - We cater to all dietary requirements with a range of gluten-free and vegan or vegetarian options available. If you have a specific allergy or dietary requirements, please do ensure to let us know at least 48 hours in advance.

**DOGS** – We are a dog friendly hotel and have dog friendly guest rooms. Upon arrival your four-legged friend will receive a dog bowl, dog bed. Dogs are permitted in the lounge areas, unfortunately not within The Glasshouse & Bar.

Please advise that you will be bringing a dog when making your reservation. A charge of £20 per dog, per night applies. Kindly note that dogs must be always supervised and kept under control and any damage or disruption to other guests will be charged.

**FAMILIES** – We welcome children of all ages and cots, sofa beds and extra beds can be arranged in certain rooms. When sharing a room with two adults, children under 5 years old are accommodate free of charge, and children aged between 5 – 15 years are charged a bed and breakfast rate of £65.00 per day. All other children’s meals are charged as taken.

**BABYSITTING:** Please contact our Reservations Team for details [hello@cromlix.com](mailto:hello@cromlix.com).

**SMOKING** – Please note that Cromlix is a non-smoking hotel. Clients failing to adhere to this condition may incur a cleaning fee of £150.

**DAMAGES** – In the event of any damage or loss to the contents of your room, including stains to any of the soft furnishings, carpets and rugs we reserve the right to charge the credit or debit card used to book your reservation with either the full cost of repairing/cleaning such item(s) or if this is not possible the replacement cost with new.

**PARKING** – Complimentary onsite parking is available, and a valet parking service is also available.

**WI-FI** – Complimentary high-speed Wi-Fi is available throughout the hotel.

## **COPYRIGHT**

The legal ownership and any copyright or other intellectual property rights in this site design, text, graphics, software and all other material on this website belong to Cromlix LLP at all times, unless otherwise stated.

You may only download material or view and / or print a single hard copy for private or non-commercial use and no part of the site or its material shall otherwise be produced, transmitted or made available on a network without the prior written permission of Cromlix LLP.