



*Our superb activities coupled with an outstanding venue and traditional Highland hospitality mean you will be guaranteed a truly outstanding experience*

## Rothiemurchus Terms & Conditions

*Bookings made by clients are only accepted on the basis of these Terms & Conditions*

### Confirmation

All bookings will be treated as provisional until:

- ✓ **Rothiemurchus Estate has provided a written itinerary and quotation by email / fax / post, which is agreed by the client in writing.**
- ✓ **The Client has paid a non-returnable booking fee of 25% of the quotation total for the event.**

In the event of this not being received, then the booking will be treated as provisional, and availability will not be guaranteed until the 25% booking fee is made.

If, following confirmation there is a reduction in numbers for the event, Rothiemurchus Estate will charge for the number of people agreed on confirmation of booking, unless other arrangements are made in writing. Confirmation of final numbers should be given 14 days prior to the event. If any reductions in numbers are made after this date then the full amount will be charged. In the case of an increase in numbers before or on the day of the event the client will be charged accordingly.

### Payment

- **Payment in full is required two weeks before the event.** Any 'extras' will be invoiced after the event, for payment within 14 days of the date of invoice. Any enquiry raised does not affect the requirement for immediate payment of the invoice in full.
- Clients will be invoiced for the full amount and may pay by cheque or card. Cheques are payable to Rothiemurchus Estate (post to Mhairi Mackenzie, Rothiemurchus Centre, Inverdrue, PH22 1QH) For card payments over the phone, please call Mhairi Mackenzie on T: 01479 812005
- In the event of cancellation Rothiemurchus Estate will levy a cancellation charge, calculated as a percentage of the total booking value, less the booking fee, on the following basis:

Cancellation Period (Prior to the event)	% Charged
> 6 months	5%
Between 3 – 6 months	20%
Between 6 weeks – 3 months	50%
Less than 6 weeks	90%
Less than 2 weeks	100%

If Rothiemurchus Estate is able to acquire a replacement booking, then the charges, less costs, will be refunded, otherwise all payments are non refundable.

### Important

- Whilst we place great emphasis on safety throughout all our programmes, some of the activities we offer are hazardous by their nature and clients must accept a certain element of risk with these activities. Risk assessments for all activities can be provided when booked.
- Where clients use sub contractors on excursions to Rothiemurchus, copies of risk assessments, licenses, and liability insurance for said sub contractors must be provided.
- Clients and their guests must behave as requested by Rothiemurchus safety and security staff at all times. Guests and staff under the influence of alcohol or drugs or otherwise behaving in a way, which, in the view of Rothiemurchus Estate might threaten the enjoyment or safety of others, will be required to leave the premises.
- In the event of clients' time keeping requiring cuts in the programme, the full charge will still be payable.
- Points in correspondence that contradict these terms take precedence.
- Rothiemurchus Estate strongly recommends that clients take out cancellation and curtailment insurance to cover this event. The estate reserves the right to cancel the programme or parts of the programme due to events outwith its control or for safety reasons. In such event, a full refund relating to that proportion of the day will be made and no other claims will be accepted.