

## **NEWTON LODGE - PAYMENTS & CANCELLATIONS**

---

### **Payment Policy 1-2 Room Bookings:**

A non-refundable deposit equivalent to the first night's stay per room booked is required to secure your reservation and we accept payments by credit or debit card. If you have booked a stay for more than one night, the balance of the booking is to be paid 14 days prior to the booking start date.

Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable before your departure by debit or credit card.

### **Cancellation & Refund Policy 1-2 Rooms:**

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For cancellations within one month of the stay, 100% of your payment will be non-refundable. For cancellations outside one month of the stay, a refund of the balance is due apart from in the event of a Force Majeure or Disinclination to Travel – please see below.

---

### **Group Booking Payment Policy - 3 Rooms Plus:**

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

A non-refundable deposit of the first night's stay per room booked is required to secure your reservation and we accept payments by credit or debit card.

If you have booked a stay for more than one night, 100% of the total booking is payable at the time of booking if the booking falls within two months of the booking date. Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable on the evening before your departure by cash, debit or credit card.

### **Cancellation & Refund Policy - 3 Rooms Plus:**

For cancellations within 8 weeks of the stay, 100% of your payment will be non-refundable. For bookings cancelled outside two months of the stay, a refund of the balance is due apart from in the event of a Force Majeure or Disinclination to Travel – please see below.

In the event of a no show or booking reduction, the full cost of the booking is charged.

## **VOUCHERS:**

Please note that advance booking is necessary when using gift vouchers, and bookings are subject to availability. Please call or email us to check availability and to book.

We kindly ask that you notify us at the time of booking that a voucher is to be used and that you present it to a member of staff on arrival. Vouchers are non-refundable and no refund is available for part-use.

All vouchers are valid until the date shown on the voucher itself. Any balance remaining for your booking and/or any incidentals including food, drinks, or alcohol is payable before your departure by cash, debit, or credit card.

**Cancellation Policy Vouchers:**

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For cancellations within one month of the stay, the voucher will not be redeemable apart from in the event of a Force Majeure – please see below.

For cancellations outside one month of the stay, the voucher will be able to be re-presented apart from in the event of Disinclination to Travel – please see below.

**FORCE MAJEURE:**

In the event of an epidemic or pandemic or both or any other Force Majeure which leads to a Government or Local Authority enforced closure, we will be unable to offer refunds, only a postponement/credit note, subject to availability. Or in the event of a postponement that has already been offered, further postponement will be available subject to availability.

**Disinclination to Travel:**

In the event that you cancel your trip due to a disinclination to travel, any payment will be non-refundable, and a credit or postponement will not be available.

**COVID-19 - SAFETY & SOCIAL DISTANCING MEASURES:**

We have implemented specific procedures and amended existing policies, in order to follow the guidelines outlined by the Scottish Government. Whilst we are aware that this means certain restrictions, we will do our utmost to ensure that your stay is as pleasant as possible under the circumstances.

You will receive our COVID-19 Pre-Arrival Information Pack – a Comprehensive Guide to how we must operate in the current situation and what we need from yourselves. It also contains a Guide to the area with ideas of things to do and places to visit.

Please do read it carefully. We know you will understand that any measures required will be in place for everyone's peace of mind.

Thank you.

*All cancellations must be communicated by email.*