

Achray House Terms and Conditions

General

The terms and conditions outlined below apply to all bookings with Achray House, whether you make them online at www.achrayhouse.com, by telephone on 01764 685320, or in person.

To make a reservation with us, you must be at least 18 years and over. Anyone under the age of 18, must be accompanied by an adult as per the Hotel Proprietors Act.

All rates are subject to availability and all bookings are taken at the discretion of Achray House.

All property in our bedrooms, including robes and slippers where provided, remains the property of Achray House. If you would like to purchase one of our robes, please contact our reception team who will advise you on cost. Unfortunately, if you do remove a robe without our prior permission, an automatic charge of £45 will be taken from your card.

We would appreciate if all guests could act in a respectable and appropriate manner whilst staying at Achray House, including when interacting with other guests and staff.

We are unable to accept any liability for loss or damage to guest property.

Payment

If booking 4 rooms or less, we do not require a deposit. We will require full debit/credit card details in order to complete your reservation and payment will be due, in full, upon departure. We accept most major debit/credit card companies.

If booking 5 rooms and more, please contact us direct for Group Terms and Conditions.

A full non-refundable, non-transferable payment is required for promotional or seasonal and advance purchase rates at the time of booking.

All payments for a stay with us include VAT, and if we cater for an event, the cost includes VAT unless otherwise stated.

What happens if you need to cancel?

If the booking is cancelled less than 14 days before arrival, then a charge equal to 50% of the stay will be made.

If the booking is cancelled less than 7 days before arrival, then a charge equal to 100% of the stay will be made.

Promotional rates are non-refundable and non-transferable in the event of cancellation.

Any pre-paid extras made with a cancelled booking will also be charged in full regardless of when the cancellation is made.

We reserve the right to exercise our discretion when considering the reasons for your cancellation.

We would always recommend taking out travel insurance.

What happens if Achray House requires to cancel your booking?

Very occasionally, we may have to cancel your booking. We will email you as soon as possible and offer you an alternative accommodation of the same standard, or higher, or offer a full refund.

We regret we cannot pay compensation or any reimbursement of any expenses or costs you may incur as a result of any such cancellation or change.

Restaurant Bookings

Restaurant booking is not essential; however, we would encourage you to do so to avoid disappointment. Children are very welcome.

We can accommodate food allergies and intolerances. We can also arrange a vegetarian, pescatarian and vegan menu. Please ensure we are notified of these requirements at the time of booking.

There is no strict dress code.

We respectfully ask that all lunchtime guests vacate the restaurant by 4pm.

Whilst we follow best practice at all times, we would like to highlight that all the dishes we serve are produced in an environment where allergens are also prepared and cooked. Therefore, we are unable to guarantee that the environment will be completely allergen free.

Children's Policy

Bedrooms are not ideal to accommodate small kids. However, do call to discuss and we can see if we can accommodate.

Pet Policy

We have 2 pet friendly garden rooms and a lodge located just behind the hotel. Well behaved pets are allowed in the bar area and the conservatory, however not in the Lochview Restaurant.

Smoking Policy

Achray House is strictly non-smoking throughout. A fee of £200 will be applied if you are caught, or suspected, of smoking or attempting to smoke within the property.

Internet Access

Free Wi-fi is available throughout the house. Due to the rural setting of the house, download speed may vary, and certain mobile providers are not covered. Check details before booking.

Car Parking

We have ample complimentary car parking available on site which is subject to availability. Room bookings do not guarantee a parking space and if you find the car park is full, you will be given directions to the nearest alternative site. Parking your car is entirely at your own risk and we cannot accept any responsibility whatsoever for theft or damage to your vehicle or other property howsoever caused.

Mobility Impaired

The reception area is accessible from the side road without stairs. Rooms Doine, Dochart & Ard are situated on reception level. Other rooms are accessed by stairs. Wheelchair access is possible to the dining room, lounges and bar. Please check when booking, on specific dimensions and accessibility according to personal requirements.

Gift Vouchers

Gift vouchers may be exchanged for goods or services at Achray House. Vouchers may be exchanged for goods or services of a higher value on payment of the difference. Vouchers cannot be exchanged for cash. No photocopies accepted. Vouchers are to be redeemed at the house. Vouchers cannot be replaced if lost or stolen. Vouchers are only valid for 12 months from the date of issue (unless otherwise stated). Please allow up to five working days for purchased gift vouchers to arrive. All orders are subject up to a £5.00 postage fee.

Force Majeure

Achray House is not liable if it is unable to fulfil its contractual obligations due to force majeure. For the purposes of this clause, “force majeure” shall mean all facts and circumstances which Achray House could not reasonably foresee or prevent, such as, for example, natural disaster, war or the threat of war, terrorism, floods, fires, sabotage, accident, strikes or lack of delivery from suppliers.

Governing Law and Jurisdiction

The Website and these Terms and Conditions are governed by the laws of Scotland. You agree to submit to the jurisdiction of the Scottish courts in all matters relating to such use of the Website and in relation to these Terms and Conditions. If any provision of these Terms and Conditions is found by a court of competent jurisdiction to be invalid you agree that the other provisions of these Terms and Conditions will remain in full force and effect in so far as possible. If you access the Website from outside the UK you are responsible for compliance with any local laws relating to access.