



WESTON HOUSE SERVICED ACCOMMODATION

BOOKING TERMS AND CONDITIONS

Weston House Keith Ltd
123 Moss Street
Keith
Moray
AB55 5EZ

These Terms and Conditions apply to direct bookings made with Weston House Serviced Accommodation.

By making or confirming a booking, the person making the booking agrees to these Terms and Conditions on behalf of themselves and any other guests included in the booking.

1. Your booking

Your booking is for the room or rooms, dates and number of guests shown on your booking confirmation.

Your booking gives you the right to occupy your allocated room and use the shared guest facilities at Weston House during your stay.

Only registered guests are permitted to stay overnight at the property unless prior permission has been given by Weston House.

The accommodation is provided as temporary serviced accommodation and must not be sublet or transferred to another person without our agreement.

2. Payment

Bookings of 7 nights or less must be paid in full as agreed when the booking is made.

For bookings of more than 7 nights, payment arrangements will be agreed when the booking is made. Unless otherwise agreed, at least the first 7 nights must be paid to confirm the booking.

Any further payments must be made by the agreed payment dates.

Payments must be made in pounds sterling by an accepted payment method.

If an agreed payment is not made when due, we will contact you to request payment. If payment remains outstanding, we may cancel the remaining booking after giving you a reasonable opportunity to make the payment.

3. Cancellations

Cancellations must be made in writing by email, text message or through the booking platform used to make the reservation.

For bookings of 7 nights or less:

If you cancel more than 48 hours before your scheduled check-in time, you will receive a full refund.

If you cancel within 48 hours of your scheduled check-in time, the full cost of the booking is non-refundable.

For bookings of more than 7 nights:

If you cancel more than 48 hours before your scheduled check-in time, you will receive a full refund.

If you cancel within 48 hours of your scheduled check-in time, the cost of the first 7 nights is non-refundable. Any amount already paid for night 8 onwards will be refunded.

Once a stay of more than 7 nights has commenced, 7 days' notice is required if you wish to shorten your stay or leave earlier than your booked departure date. You will remain responsible for the cost of accommodation during the 7-day notice period. Any accommodation already paid for after the end of the notice period will be refunded.

Where a booking is made through Booking.com, Airbnb or another third-party booking platform, the cancellation terms applicable to that booking through the relevant platform will apply.

4. If we have to cancel your booking

In the unlikely event that we are unable to provide the accommodation you have booked, we will contact you as soon as reasonably possible.

Where possible, we will try to offer suitable alternative accommodation.

If we are unable to provide your booked accommodation or suitable alternative accommodation, we will refund any payment made to us for accommodation that we are unable to provide.

5. Check-in and check-out

Check-in is available from 4:00pm on the day of arrival.

Check-out is by 10:00am on the day of departure.

Self check-in instructions will normally be sent to you on the day of arrival.

Early check-in or late check-out must be agreed with us in advance.

Where an unauthorised late check-out results in additional costs to Weston House, we reserve the right to charge the reasonable costs incurred.

6. Guests and occupancy

Only guests included in the booking are permitted to stay overnight at Weston House unless prior permission has been given.

Rooms must not be occupied by more people than their permitted maximum occupancy.

Guests must not allow another person to use their room, key or building access details without our permission.

7. Care of the accommodation

Guests are expected to treat their room, furniture, equipment and all shared areas with reasonable care.

Guests are responsible for deliberate damage or damage caused through negligence or misuse by themselves or anyone for whom they are responsible.

Where damage occurs, we reserve the right to charge the reasonable cost of cleaning, repairing or replacing damaged property.

Guests will not be charged for reasonable wear and tear.

Any damage, breakages or maintenance problems should be reported to us as soon as possible.

8. Keys and building access

Your room key will be provided when you check in and must be left as instructed when you check out.

If a key is lost or not returned, you may be charged the reasonable cost of replacing the key.

Where it is reasonably necessary for security reasons, you may also be charged the reasonable cost of replacing or changing the relevant lock.

Building access codes and keys must not be shared with anyone who is not an authorised guest.

9. Cleaning, linen and towels

Communal areas at Weston House are cleaned daily.

Housekeeping arrangements for individual rooms depend on the length and type of stay.

For longer stays, room servicing and linen changes are provided in accordance with our current housekeeping arrangements.

Towels, bedding, linen and other items belonging to Weston House must not be removed from the property.

If additional cleaning is required because a room has been left in an unreasonable condition, we reserve the right to charge the reasonable additional cleaning costs incurred.

10. Smoking and vaping

Smoking and vaping are strictly prohibited inside Weston House, including bedrooms, toilets, showers and all communal areas.

Guests who smoke or vape inside the building may be required to leave.

Where smoking or vaping results in additional cleaning, damage or other reasonable costs, the guest responsible may be charged for those costs.

11. Illegal drugs and illegal activity

Illegal drugs and illegal activity are not permitted anywhere on the property.

Where we reasonably believe that criminal activity is taking place, we may contact Police Scotland.

Guests involved in illegal activity or behaviour that creates a serious risk to other guests, staff or the property may be required to leave.

12. Noise and behaviour

Weston House provides accommodation for people who may be working, studying or staying for extended periods. Guests are expected to behave respectfully towards other guests, staff and our neighbours.

Quiet hours are from 11:00pm until 6:00am.

Parties are not permitted.

Excessive noise, threatening or abusive behaviour, deliberate damage and behaviour causing serious disturbance to other guests, staff or neighbours are not permitted.

For serious breaches of these rules, or repeated breaches following a warning where appropriate, we reserve the right to require the guest responsible to leave the accommodation.

Any entitlement to a refund will depend on the circumstances and our

legal obligations.

13. Pets

Pets are not permitted at Weston House unless specifically agreed with us in advance.

This does not affect any legal rights relating to assistance dogs.

14. Shared facilities

Weston House provides shared facilities for the use of guests, including kitchen, dining, lounge, laundry, shower and toilet facilities.

Guests are expected to use shared facilities responsibly and leave them in a reasonable condition for other guests.

Personal food and belongings should be stored in the areas provided and clearly labelled where required.

Guests must not deliberately damage, misuse or remove equipment provided for communal use or belonging to another guest.

15. Fire safety

Guests must follow all fire safety and evacuation instructions provided at Weston House.

Fire evacuation information is displayed throughout the property and on or near guest room doors.

If the fire alarm sounds, guests must leave the building immediately using the nearest safe exit and go to the designated assembly point.

Guests must not interfere with, cover, remove or disable smoke detectors, fire alarms, fire doors, emergency lighting, fire extinguishers or any other fire safety equipment.

Any deliberate interference with fire safety equipment will be treated as a serious breach of these Terms and Conditions and may result in the guest being required to leave.

16. Problems during your stay

If there is a problem with your room or any of the facilities, please tell us as soon as reasonably possible so that we have an opportunity to resolve it.

Weston House has on-site management and we will make reasonable efforts to investigate and resolve problems promptly.

You can contact us by telephone or text on 07368 969459.

17. Personal belongings

Guests are responsible for looking after their own belongings during their stay.

Please take reasonable precautions to secure valuables and personal property.

Weston House Keith Ltd is not responsible for loss, theft or damage to guests' personal belongings except where responsibility arises under applicable law.

Nothing in these Terms and Conditions excludes or limits any liability where it would be unlawful for us to do so.

18. False or misleading bookings

Accurate information must be provided when making a booking.

We reserve the right to refuse check-in or cancel a booking where it has been obtained fraudulently, using deliberately false information, or where the accommodation is intended to be used for a materially different purpose from that disclosed when the booking was made.

19. Bookings made by employers, agencies or other organisations

Bookings may be made on behalf of guests by employers, contractors, agencies, universities or other organisations.

The person or organisation making the booking is responsible for ensuring that the guests staying at Weston House receive these Terms and Conditions and our House Rules.

Any separate payment or cancellation arrangements agreed in writing between Weston House and the organisation making the booking will take priority over the standard payment and cancellation terms above.

Guests staying under these bookings must still comply with our House Rules, safety requirements and standards of behaviour.

20. House rules

Guests must follow the reasonable House Rules and safety instructions provided by Weston House.

Our House Rules are displayed within the property and may also be provided electronically before or during your stay.

Serious or repeated breaches of the House Rules may result in a guest being required to leave the property.

21. Our responsibilities

We will take reasonable steps to ensure that the accommodation and facilities provided are safe, clean and suitable for their intended use.

If you are unhappy with your accommodation or discover a problem, please contact us as soon as possible so that we have an opportunity to investigate and put things right.

Nothing in these Terms and Conditions is intended to exclude or restrict any responsibility that Weston House Keith Ltd has under applicable law.

22. Third-party booking platforms

Bookings made through Booking.com, Airbnb or another booking platform may also be subject to that platform's terms, payment arrangements and cancellation policy.

Where the platform's applicable booking or cancellation conditions differ from our direct booking conditions, the conditions applying to the booking made through that platform will take precedence in relation to those matters.

23. Changes to a booking

Requests to change booking dates, rooms or the number of guests are subject to availability and must be agreed by Weston House.

Changes may result in a different price.

A booking is not considered changed until we have confirmed the change.

24. Applicable law

Nothing in these Terms and Conditions affects your statutory rights.

If any part of these Terms and Conditions is found to be invalid or unenforceable, the remaining terms will continue to apply.

These Terms and Conditions are governed by Scots law.

25. Contact details

Weston House Keith Ltd
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123 Moss Street
Keith
Moray
AB55 5EZ

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