

ARRANVIEW LOCHSIDE LODGES

BOOKING TERMS & CONDITIONS

These Terms & Conditions are designed to ensure the safety, security and enjoyment of everyone staying at Arranview Lochside Lodges. Please read them carefully before making a booking.

1. Acceptance of These Terms & Conditions

These Terms & Conditions apply to all bookings and stays at Arranview Lochside Lodges.

By making a booking, accepting or occupying accommodation at Arranview Lochside Lodges, the lead guest confirms that they have read, understood and agree to these Terms & Conditions on behalf of themselves and all members of their party.

The lead guest is responsible for ensuring that all members of their party are made aware of these Terms & Conditions and comply with them throughout their stay.

2. Occupancy – No Visitors Permitted

Only the number of guests confirmed within the booking may occupy the accommodation. The maximum occupancy of each accommodation must not be exceeded at any time.

Visitors are not permitted within the accommodation or holiday park at any time. This policy is in place to protect the safety, security and comfort of all guests staying at Arranview Lochside Lodges.

This restriction does not apply to members of the public visiting the Arranview Café Bistro or Arranview Trout Fishery during their normal opening hours.

Unauthorised guests, visitors, parties and gatherings are strictly prohibited.

Arranview Lochside Lodges reserves the right to refuse entry, require unauthorised persons to leave the park immediately, or terminate the booking without refund where these Terms & Conditions are breached.

3. Personal Responsibility & Water Safety

Guests are responsible for taking reasonable care for their own safety and the safety of those within their party throughout their stay.

Reasonable care should be taken when using the accommodation and park facilities, particularly around hot tubs, saunas, cold plunge tubs, decking, steps, pathways, ponds and other outdoor areas, which may become wet, icy or slippery.

Suitable outdoor footwear should be worn whenever outside the accommodation.

Swimming, paddling or entering any pond, loch or other body of water on the park is strictly prohibited.

Any accident, injury, hazard or maintenance issue must be reported to Arranview Lochside Lodges immediately to allow it to be investigated and, where appropriate, resolved.

4. Hot Tubs, Saunas & Cold Plunge Facilities

Hot tubs, saunas and cold plunge tubs are provided for guests' enjoyment and must be used responsibly and in accordance with any instructions provided.

Guests use these facilities at their own risk and should take reasonable care at all times. Decking, steps and surrounding areas may become wet and slippery, therefore suitable outdoor footwear should be worn. Suitable footwear is the responsibility of the guest and is not provided by Arranview Lochside Lodges.

Children and vulnerable persons must be supervised by a responsible adult at all times.

Guests should not use a hot tub, sauna or cold plunge tub while under the influence of alcohol, illegal drugs or medication that may impair their judgement or ability.

Guests with a medical condition, or who are pregnant, should seek appropriate medical advice before using these facilities.

Any fault, damage or maintenance issue affecting these facilities must be reported immediately.

Arranview Lochside Lodges reserves the right to temporarily withdraw any hot tub, sauna or cold plunge tub from use for cleaning, maintenance, repairs, safety reasons, or where these Terms & Conditions are not being followed.

5. Damage, Loss & Additional Charges

Guests are expected to take reasonable care of the accommodation, its contents and all facilities throughout their stay.

Any damage, breakages, missing items or maintenance issues should be reported as soon as reasonably practicable.

The lead guest is responsible for any loss, damage or additional reasonable costs caused by themselves or any member of their party during the stay.

Where damage, loss, excessive cleaning or other reasonable costs are incurred as a result of a breach of these Terms & Conditions, Arranview Lochside Lodges reserves the right to recover those costs using the payment card securely held on file at the time of booking.

Where reasonably practicable, the lead guest will be notified of any additional charge and supporting evidence may be provided on request.

A charge of £50 will apply for any lost or unreturned accommodation key.

6. Pets

Pets are welcome in designated pet-friendly accommodation at Arranview Lochside Lodges.

Guests are responsible for ensuring their pets are kept under control at all times and do not cause nuisance, disturbance, damage or pose a risk to other guests, staff or contractors.

Dogs prohibited by law are not permitted at Arranview Lochside Lodges.

If your dog or other pet is nervous, reactive or may behave aggressively towards strangers, you must inform Arranview Lochside Lodges before your arrival.

To maintain the safety and hygiene of our hot tubs, authorised staff and contractors carry out essential daily maintenance and water testing. This may require access to the outdoor area during your stay, including when guests are not present.

Guests are responsible for ensuring their pet is safely secured to allow our staff and contractors to carry out their work safely.

Pet owners are responsible for cleaning up after their pets and for any damage, injury, additional cleaning or other reasonable costs arising from their pet's behaviour during their stay.

Assistance animals are welcome in accordance with applicable legislation.

7. Accidents & Incident Reporting

Any accident, injury, illness, property damage, safety concern or other incident occurring during a stay must be reported to Arranview Lochside Lodges immediately, or as soon as reasonably practicable after it occurs.

Where reasonably possible, incidents must be reported before the guest leaves Arranview Lochside Lodges, so that the circumstances can be inspected, recorded and investigated while evidence is still available.

Guests must provide reasonable information about the incident and cooperate with any reasonable investigation.

Reported incidents may be entered into Arranview Lochside Lodges' Accident & Incident Book. Where appropriate, the investigation may include photographs, CCTV footage, staff or witness statements, maintenance records and other relevant evidence.

Guests should not wait until after departure to report an accident, injury or alleged defect that could reasonably have been reported during their stay.

Failure to report an incident promptly may materially affect Arranview Lochside Lodges' ability to investigate the circumstances, preserve evidence and respond to any subsequent complaint or claim.

Nothing within this section removes or restricts any legal right or remedy that cannot lawfully be excluded.

8. CCTV & Security

CCTV operates in selected areas of Arranview Lochside Lodges for the safety and security of guests, staff and property. This includes ANPR (Automatic Number Plate Recognition), auto-tracking and pan/zoom camera systems.

There is no CCTV inside any guest accommodation.

Where appropriate, CCTV recordings may be used to investigate accidents, incidents, criminal activity, damage or breaches of these Terms & Conditions.

Recordings may be disclosed where lawful and appropriate to Police Scotland, emergency services, insurers, legal advisers, loss adjusters, courts or other authorised authorities.

9. Right to Refuse Entry or Terminate a Stay

Arranview Lochside Lodges reserves the right to refuse entry or terminate a stay where a guest seriously or repeatedly breaches these Terms & Conditions, causes nuisance or disturbance, behaves in an abusive, threatening or anti-social manner, damages property, exceeds permitted occupancy, brings unauthorised visitors onto the park, or engages in dangerous or illegal activity.

Where appropriate, the guest and members of their party may be required to leave the park immediately.

Where a stay is terminated as a result of a serious breach by the guest, no refund will normally be provided for the unused portion of the stay, subject to applicable consumer law.

10. Payments & Cancellations

All bookings must be paid in accordance with the payment terms provided at the time of booking.

Cancellations are subject to the cancellation policy applicable to the booking.

Guests are strongly advised to have suitable travel insurance.

Refunds will not normally be given for early departure, illness, travel disruption or changes in personal circumstances, except where required by law or provided for within the applicable cancellation policy.

11. No Resale, Competitions, Raffles or Prize Draws

Bookings at Arranview Lochside Lodges are for the personal use of the person making the booking and their permitted party.

A booking, stay or accommodation at Arranview Lochside Lodges must not be resold, transferred, advertised, offered or used as a prize in any competition, raffle, lottery, bonus-ball draw, promotional draw or similar scheme without the prior written permission of Arranview Lochside Lodges.

This applies whether the booking was originally purchased directly from Arranview Lochside Lodges or through an authorised booking provider.

Where Arranview Lochside Lodges discovers that a booking has been resold, transferred or used as a competition, raffle, bonus-ball draw or other unauthorised prize, we reserve the right to cancel the booking, refuse entry or terminate the stay.

Where cancellation or termination results from a breach of this condition, no refund will normally be provided, subject to applicable consumer law.

12. Smoking & Vaping

All guest accommodation at Arranview Lochside Lodges is strictly non-smoking and non-vaping.

A £100 charge will apply where there is evidence that smoking or vaping has taken place inside the accommodation.

Where smoking or vaping causes damage or results in additional reasonable costs exceeding £100, including specialist cleaning or loss where the accommodation cannot reasonably be re-let, Arranview Lochside Lodges reserves the right to recover those additional costs from the lead guest.

13. Fire Safety

BBQs, fire pits, chimineas, fireworks, sky lanterns and other naked flames are not permitted on the holiday park due to fire risk.

Guests must not interfere with smoke alarms, carbon monoxide detectors, fire extinguishers or any other safety equipment.

14. Electric Vehicles

Arranview Lochside Lodges does not provide on-site electric vehicle charging.

Electric vehicles must not be charged using accommodation sockets, external power points, extension leads or any other electrical supply within the holiday park.

Any damage or reasonable costs resulting from unauthorised charging may be charged to the lead guest.

15. Fishing & Water Safety

Fishing is available through Arranview Trout Fishery and is subject to the fishery's own rules and charges.

Fishing and use of the fishery are undertaken at the participant's own risk. Children must be appropriately supervised around ponds and water.

Swimming, paddling or entering any pond, loch or other body of water within the park is strictly prohibited.

16. Quiet Enjoyment & Guest Behaviour

Arranview Lochside Lodges is a peaceful holiday park and guests are expected to respect other guests at all times.

Quiet hours are 10:00pm to 8:00am.

Excessive noise, loud music, parties, disorderly behaviour or anything likely to cause unreasonable disturbance to other guests will not be tolerated.

Serious or repeated breaches may result in the stay being terminated without refund, subject to applicable consumer law.

17. Events Outside Our Reasonable Control

Arranview Lochside Lodges will not be responsible for disruption caused by events outside our reasonable control, including severe weather, flooding, power or utility failures, road closures or government restrictions.

Where reasonably possible, we will take steps to minimise disruption.

Nothing within this section affects rights that guests may have under applicable consumer law.

18. Complaints & Problems During Your Stay

If anything is wrong with your accommodation, facilities or stay, you must inform Arranview Lochside Lodges as soon as reasonably practicable so that we have a reasonable opportunity to investigate and, where appropriate, resolve the issue.

Guests should not wait until after departure to raise a problem that could reasonably have been reported and investigated during their stay.

A complaint first raised after departure may be more difficult to investigate where Arranview Lochside Lodges was not given a reasonable opportunity to inspect or address the issue at the time.

19. Check-out & Gate Access

Guests must vacate their accommodation by 11:00am on the day of departure.

Late check-out until 12:00 noon may be available for an additional charge of £20, subject to availability and prior arrangement.

The main entrance gate closes at 12:00 midnight and reopens at 7:00am. During these hours, staying guests can enter and exit using the access code provided with their accommodation key.

The gate access code is for staying guests only and must not be shared with visitors or other unauthorised persons.

On departure, accommodation keys must be left inside the accommodation and the door left unlocked, unless otherwise instructed.

20. Access to Accommodation & Maintenance

Arranview Lochside Lodges, its staff and authorised contractors may require reasonable access to accommodation and surrounding areas during a guest's stay for essential maintenance, repairs, safety checks, hot tub servicing and water testing.

Where reasonably practicable, guests will be notified before access is required. However, access may take place when guests are not present where necessary to carry out routine maintenance or essential safety work.

Immediate access may be required in an emergency or where there is a reasonable concern regarding safety, damage or a serious breach of these Terms & Conditions.

Guests must not obstruct reasonable access required for these purposes.

21. Liability & Guest Property

Guests are responsible for taking reasonable care for their own safety, their belongings and the safety of members of their party while staying at Arranview Lochside Lodges.

Arranview Lochside Lodges will not be responsible for loss, damage, injury or additional costs to the extent that they arise from a guest's own actions or negligence, misuse of facilities, failure to follow reasonable safety instructions, or breach of these Terms & Conditions.

Vehicles, personal belongings and other property are brought onto the park at the guest's own risk. Guests are responsible for taking reasonable steps to secure their accommodation, vehicles and possessions.

Nothing in these Terms & Conditions excludes or limits liability where it cannot lawfully be excluded or limited, including liability for death or personal injury caused by our negligence.

Nothing in these Terms & Conditions affects a guest's statutory rights as a consumer.

22. Privacy & Personal Information

Arranview Lochside Lodges collects and uses personal information where necessary to manage bookings, communicate with guests, process payments, operate the holiday park safely and meet our legal obligations.

Personal information will be handled in accordance with applicable data protection legislation and our Privacy Policy.

Where reasonably necessary and lawful, information may be shared with payment providers, insurers, professional advisers, emergency services, the police or other authorities.

23. Changes to These Terms & Conditions

Arranview Lochside Lodges may update these Terms & Conditions from time to time.

The Terms & Conditions applicable to a booking will normally be those in force at the time the booking is made, except where a change is required by law or is reasonably necessary for safety or operational reasons.

24. Governing Law & Jurisdiction

These Terms & Conditions are governed by the laws of Scotland.

Any dispute arising from a booking or stay at Arranview Lochside Lodges will be subject to the jurisdiction of the Scottish courts, subject to any rights a consumer may have under applicable law.

Contact

Arranview Lochside Lodges

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Website Booking Summary

This is a summary of important booking conditions only. The full Arranview Lochside Lodges Booking Terms & Conditions apply to every booking and stay.

- No visitors permitted – only the number of guests included in your booking may stay or enter the holiday park.
- Quiet hours: 10:00pm to 8:00am – Arranview is a peaceful holiday park.
- Hot tubs, saunas and cold plunge tubs must be used responsibly and in accordance with our safety guidance.
- Accidents, injuries or safety concerns must be reported immediately and, wherever reasonably possible, before leaving Arranview so that we have the opportunity to investigate.
- Pet-friendly accommodation only – pets must be kept under control and safely secured when our maintenance team requires access.
- Strictly no smoking or vaping inside accommodation – a £100 charge applies where there is evidence of smoking or vaping inside.
- No BBQs, fire pits or other naked flames.
- No on-site EV charging from lodge or park electrical supplies.
- Bookings cannot be resold or used for competitions, raffles, bonus-ball draws or prize draws without our prior written permission.

READ FULL BOOKING TERMS & CONDITIONS

By clicking “Book Direct” and completing your booking, you confirm that you have read and agree to the full Arranview Lochside Lodges Booking Terms & Conditions.