

These Terms & Conditions apply to all reservations made with **Riverstone Lodge Perth** (“we”, “us”, “our”). By making a booking, you agree to the following terms.

1. Booking Terms

- All bookings are subject to availability and confirmation.
- A valid payment method is required to secure your reservation.
- A valid payment method is required at check in to hold on your reservation should any additional charges arise during or after your stay.
- Guests must be at least 18 years old to make a booking.
- The maximum occupancy per room must not be exceeded.
- Special requests (e.g. room preferences) are not guaranteed but will be accommodated where possible.
- Check-in time: 15:00
- Check-out time: 11:00
Late check-out may be accommodated at additional charge of £15. This is also subject to availability.

2. Rates & Payment

- All rates are quoted in GBP and include VAT as specified.
- The total price of your stay will be confirmed at the time of booking.
- We reserve the right to correct pricing errors.

3. Deposit Terms

- A deposit of £30 per room is required at the time of booking.
- Deposits are non-refundable.
- Failure to pay the required deposit may result in cancellation of your booking.

4. Cancellation & No-Show Policy

- Cancellations must be made 72 hours before arrival.
- Late cancellations may incur a charge of the full room booking amount.
- In the event of a no-show, the full booking amount may be charged.

5. Damage to Property

- Guests are responsible for any damage caused to hotel property during their stay.
- We reserve the right to charge the credit/debit card provided for:
 - Repairs
 - Replacement of damaged or missing items
 - Additional cleaning where required
- Charges will be based on the cost of repair or replacement.
- Smoking (including vaping) is prohibited throughout the property, should we find evidence of this you shall incur a fee of £50.

6. Guest Conduct

- Guests are expected to behave in a respectful manner and comply with hotel policies.
- Excessive noise, anti-social behaviour, or illegal activity may result in eviction without refund.
- Only registered guests are permitted to stay overnight.

7. Children & Extra Beds

- Children of all ages are welcome.
- Additional beds or cots are available upon request and may incur extra charges.

8. Pets

- Pets are permitted throughout the lower rooms of our hotel.
- Pets are permitted within the bar area of the hotel however NOT in the restaurant.
- Guide dogs are permitted in all areas of the hotel.
- An additional fee of £20 per room is added for dogs staying in the room.

9. Parking

- On site parking is available at the property without charge.
- Riverstone Lodge accepts no liability for any damages, loss or theft of any vehicle or personal belongings whilst parked within our carpark.

10. Liability

- We are not responsible for loss, theft, or damage to personal belongings.
- Guests are advised to secure valuables appropriately.
- Our liability is limited to the extent permitted by law.

11. Force Majeure

- We are not liable for failure to perform our obligations due to events beyond our control such as but not limited to;
 - Natural disasters
 - Disruption of utilities
 - Pandemics and Epidemics
 - Supply shortages
 - Property damage

12. Privacy

- Personal information collected during booking will be handled in accordance with our Privacy Policy and the Data Protection Act 2018 (DPA 2018).
- By booking, you consent to the processing of your data for reservation purposes.

13. Amendments

- We reserve the right to amend these Terms & Conditions at any time.
- The version in force at the time of booking will apply.