



YOUR LOCH LOMOND GROUP STAY

Terms & Conditions

2026



UPDATED SEPTEMBER 2026

16 Balloch Road, Balloch, Alexandria, G83 8SR

bonniebanksltd@gmail.com | bonnie-banks.co.uk

BOOKING TERMS



Terms & Conditions

Thank you for choosing Bonnie Banks. These Terms & Conditions apply to direct bookings with Bonnie Banks Ltd. Where a booking is made through Airbnb, Booking.com or another booking platform, that platform's applicable terms also form part of the booking arrangements. If there is a conflict, mandatory consumer law will always take priority.

1. Booking and payment

- The person making the booking must be aged 18 or over and have authority to accept these Terms & Conditions on behalf of all guests in the group.
- A booking is confirmed when Bonnie Banks accepts the booking and the required deposit or booking payment has been received.
- For direct bookings, a deposit of 50% of the total accommodation price is normally required to secure the dates. The remaining balance is due 28 calendar days before arrival unless a different arrangement is confirmed in writing.
- A refundable security deposit of £500 is normally requested with the final balance. It is returned after the post-stay inspection, normally within 10 working days, less any properly due deductions.
- Payments for direct bookings may be taken through a secure Stripe payment link or another payment method confirmed by Bonnie Banks.
- Any promotional offer or discount is subject to the specific terms published with that offer and cannot be combined with another offer unless expressly stated.

2. Prices and additional charges

- The price confirmed at booking covers the accommodation and facilities stated in the booking confirmation. Optional extras or additional services are charged only where agreed.
- Guests are responsible for reasonable costs arising from damage, excessive cleaning, missing items or lost/unreturned keys where caused by the guest group. Lost or unreturned keys may incur a charge of up to £250 where this reflects the reasonable replacement and security cost.
- A breach of the no-smoking policy may incur a £250 additional cleaning charge where additional cleaning or remediation is reasonably required.

CANCELLATIONS & CHANGES

3. Guest cancellations



Accommodation booked for a specific date or period does not normally carry the statutory 14-day cancellation right that applies to many other distance contracts. Your cancellation rights are therefore primarily those set out below, together with any rights you have under applicable consumer law.

Notice before arrival	What normally happens
28 calendar days or more	Any accommodation payments made will normally be refunded, less any reasonable and evidenced non-recoverable costs directly caused by the cancellation.
Fewer than 28 calendar days	Bonnie Banks may retain or recover only the amount reasonably required to cover its actual net loss resulting from the cancellation, after taking reasonable steps to reduce that loss, including re-letting the dates where reasonably possible. Any remaining balance will be refunded.
Failure to attend / no-show	Treated as a late cancellation. The amount retained or due will be limited to the actual net loss reasonably arising from the no-show, which may be up to the full booking price if the dates cannot be re-let.

- Cancellation and transfer requests should be made in writing to bonniebanksLtd@gmail.com as soon as possible.
- Where requested at least 28 days before arrival, Bonnie Banks may agree one transfer to an alternative available date within 6 months of the original arrival date. Any price difference for the new dates will apply. Transfers are subject to availability and written confirmation.
- Where a refund is due, Bonnie Banks will process it without unreasonable delay using the original payment method where practicable.

4. Cancellation or material change by Bonnie Banks

- Bonnie Banks may need to cancel or materially change a booking because of events outside its reasonable control, safety concerns, serious property damage, legal restrictions or other circumstances that make the stay unavailable or unsafe.
- If Bonnie Banks cancels and the guest is not at fault, the guest will be offered either a transfer to suitable alternative dates or a refund of accommodation payments made for the cancelled stay.
- Nothing in these Terms removes any legal right to a refund or other remedy where Bonnie Banks is in breach of contract.

5. Changes to these Terms

- The Terms & Conditions that apply are those provided or made available when the booking is confirmed. Bonnie Banks may update its standard terms for future bookings, but will not make a material retrospective change to an existing booking without a lawful basis or the guest's agreement.

YOUR STAY

6. Arrival, departure and access



- Check-in is from 15:00 and check-out is by 10:00 unless otherwise agreed in writing. Early arrival, bag drop or late departure may be available by prior arrangement and may be subject to an additional charge if agreed before the stay.
- Access information, including the key-safe PIN, will normally be provided before arrival. The key safe is positioned to the left of the front door.
- The front-door key must be returned as instructed at check-out. Patio and utility-door keys must remain at the property.
- Doors and gates should be closed and secured when guests leave the property and overnight where applicable.

7. Occupancy and guest responsibility

- The booking is for the number of guests and purpose confirmed at booking. The maximum permitted occupancy must not be exceeded without prior written agreement.
- The lead guest is responsible for making the group aware of these Terms, the house rules and safety information, and for the reasonable conduct of visitors and guests.
- Children and young people must be appropriately supervised. Anyone aged 12 or under must not use the hot tub and must never be left unattended near the water.

8. Conduct, neighbours and prohibited activity

- Guests must behave reasonably and must not use the property for unlawful activity, cause damage, threaten or harass others, or create a nuisance to neighbours.
- Outside noise must be kept low, particularly late at night. Outdoor power, including the hot tub, switches off at midnight and gatherings should continue indoors after that time.
- Illegal drugs are not permitted at the property. Lawfully prescribed medication is permitted and does not need to be disclosed unless the guest requires specific assistance or arrangements.
- Serious or repeated breach of these rules may result in the stay being ended early where this is a proportionate response to the breach. Any refund will depend on the circumstances and applicable law.

9. Smoking, vaping and fire safety

- Smoking and vaping are not permitted inside Bonnie Banks. Guests who wish to smoke should use the designated outdoor area and ashtrays.
- Guests must not tamper with smoke alarms, fire equipment, window restrictors or other safety equipment.
- On arrival, guests should familiarise themselves with the fire-safety information and designated muster point shown on the entrance-hall notice board. Every fire alarm must be treated as a genuine emergency until confirmed otherwise.

HOUSE & FACILITIES



10. Hot tub, BBQ and outdoor areas

- The hot tub must be used in accordance with the guidance provided at the property. The temperature is set to approximately 38°C; guests should not alter controls other than JETS and LIGHTS.
- Bath bombs, tanning oils or other products that may contaminate or damage the hot tub must not be used. Specialist cleaning or repair reasonably required because of misuse may be charged to the responsible booking.
- A charcoal BBQ is available. Guests should provide their own charcoal and use the BBQ safely, outdoors only, and away from combustible materials.

11. Parking and CCTV

- Private parking is available at the rear for approximately 8-10 cars, with access arrangements as described in the Welcome Pack. Guests must park considerately and avoid obstructing access.
- CCTV covers the rear parking area for property and security purposes. Vehicles and belongings are left at the guest's own risk. Bonnie Banks is not responsible for loss or damage unless caused by its negligence or where liability cannot lawfully be excluded.

12. Wi-Fi, televisions and equipment

- Free guest Wi-Fi is provided as a convenience. Availability, speed and compatibility cannot be guaranteed at all times, particularly where interruptions are outside Bonnie Banks' reasonable control.
- Guests must not use the internet service unlawfully or attempt to interfere with the network. The BEAMBOX and TalkTalk equipment must not be reset, unplugged or altered.
- Guests using personal streaming accounts on smart televisions are responsible for signing out before departure.

13. Dogs

- Well-trained dogs are welcome where included in or agreed as part of the booking. Owners remain responsible for supervision, waste, damage and any additional deep cleaning reasonably required.

14. Accessibility

- The ground-floor bathroom is wheelchair accessible. Because individual accessibility needs differ, guests should discuss any specific requirements before booking so that Bonnie Banks can provide accurate information and consider reasonable arrangements.
- Bonnie Banks will not knowingly misrepresent the property's accessibility and will provide available information to help guests assess suitability.

15. Heating, windows and property care

- Guests should follow the practical guidance in the Welcome Pack, including keeping radiator valves at level 2 or above, closing bedroom windows when leaving, and not unlocking safety restrictors.
- Guests should leave the property in a reasonably clean and tidy condition and report damage, breakages, faults or safety concerns promptly.

DEPOSITS, DAMAGE & BELONGINGS



16. Security deposit and damage

- The £500 security deposit is intended to cover reasonable losses arising from guest-caused damage, missing items, specialist cleaning or other breaches of the booking terms.
- Bonnie Banks will not normally charge for minor accidental breakages. Where a deduction is made, it should reflect the reasonable cost of cleaning, repair, replacement or other direct loss.
- If reasonable loss exceeds the security deposit, Bonnie Banks may seek the balance from the lead guest or through the relevant booking platform, subject to evidence and applicable law.
- The security deposit is not a limit on liability where a guest deliberately or negligently causes greater loss, but Bonnie Banks will not recover more than its actual reasonable loss.

17. Personal belongings and items left behind

- Guests remain responsible for their personal belongings during the stay. Bonnie Banks will take reasonable care of property found after departure but cannot guarantee recovery.
- Small items can normally be posted back after payment of a £30 handling charge plus postage. Larger or specialist items may cost more to return.
- Unclaimed property may be disposed of after 4 weeks, provided Bonnie Banks has taken reasonable steps to identify or contact the owner where practicable.

18. Cleaning and waste

- Guests should use the marked waste and recycling bins and leave kitchen equipment, crockery and shared areas in a reasonable condition.
- Additional cleaning charges will only be applied where cleaning is materially beyond the level reasonably expected after a normal group stay.

19. Force majeure / events outside reasonable control

- Neither party will be responsible for failure caused by an event genuinely outside that party's reasonable control, but this clause does not remove any consumer right to a refund or other remedy that applies by law.

20. Liability

- Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.
- For consumer bookings, Bonnie Banks is responsible for foreseeable loss or damage caused by its breach of contract or failure to use reasonable care and skill. It is not responsible for loss that is not foreseeable or is caused by the guest's own act or omission.
- For bookings made wholly or mainly for business purposes, Bonnie Banks will not be liable for loss of profit, loss of business, business interruption or loss of business opportunity, except where the law does not permit such liability to be excluded.

LEGAL & PRIVACY



21. Privacy and direct marketing

- Personal information is processed for booking administration, guest communication, payment, security, legal compliance and the operation of the stay in accordance with applicable UK data-protection law, including the UK GDPR and Data Protection Act 2018.
- CCTV images from the rear parking area are processed for legitimate property and security purposes and retained only for an appropriate period.
- Marketing emails or messages will only be sent where Bonnie Banks has a lawful basis to do so under applicable data-protection and electronic-marketing rules. Guests can opt out of marketing at any time.
- A separate privacy notice should be made available where required, explaining data uses, retention, rights and contact details in more detail.

22. Complaints

- If something is wrong during the stay, guests should contact Sami as soon as reasonably possible so there is an opportunity to investigate and put matters right.
- If the issue is not resolved, a written complaint can be sent to bonniebanksltd@gmail.com. Guests are encouraged to provide the booking details, a clear description of the issue and any relevant evidence.
- A delay in raising a complaint does not remove any legal right that cannot lawfully be excluded, although prompt notice may help Bonnie Banks investigate and resolve the issue.

23. Governing law and jurisdiction

- These Terms and any dispute or claim arising from them are governed by the law of Scotland.
- If you are a consumer resident elsewhere in the UK, you may also have the benefit of mandatory protections and court rights available to you under applicable law. Nothing in these Terms is intended to restrict those rights.

QUICK REFERENCE	CONTACT BONNIE BANKS
Check-in: from 15:00 Check-out: by 10:00 Final balance: normally due 28 days before arrival Security deposit: £500, normally returned within 10 working days after inspection Emergency: 999 NHS 24: 111 Police: 101	Sami 07400 931031 bonniebanksltd@gmail.com bonnie-banks.co.uk 16 Balloch Road, Balloch, Alexandria, G83 8SR