







Highland Lodges Terms & Conditions

2026

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Blair Castle Estate Limited. Registered in Scotland. Registration number: 156776. Registered office: Atholl Estates Office, Blair Atholl, Perthshire PH18 5TH

ATHOLL ESTATES

Terms & Conditions
Highland Lodges

1. General Booking Conditions

Any booking received, accompanied by the appropriate deposit, represents a contract between Atholl Estates and the customer, binding each to the following conditions. The person making the booking accepts the contract on behalf of all members of the party, and is responsible for making due payments, and for making all members of the party aware of these terms and conditions. A 25% deposit payment is required upon booking. All balances due must be paid 90 days before arrival, or upon booking if the arrival date is less than four weeks away.

2. Hire Period and Times

Highland Lodge hire is from 4.00pm on the day of arrival and checkout time is by 10.00am on the day of departure. Failure to depart on time affects the Housekeeping schedule for incoming guests and will incur a late departure charge. A late departure may be requested and booked in advance only and is subject to availability. At the end of your holiday you must leave the accommodation in a clean and tidy condition. A pre-authorisation is taken before your arrive and this is returnable to the lessee less the cost of making good any damage or loss or for excessive cleaning found necessary following the period of occupation. Pre-authorisations are released within 7 days of checking out.

3. Travel Cots and High Chairs

Travel cots and high chairs may be hired at an additional cost, subject to availability. Please make requests at the time of booking. Cot linen is not provided.

4. Highland Lodge Linen

Bed linen and towels are provided.

5. Dogs

Dogs are permitted in our 'pet-friendly' Lodges and cottages by prior arrangement at the time of booking. There is a small housekeeping charge which can be added at time of booking. A dog is only allowed on the understanding that it will never be left unattended in the accommodation and must be kept on a lead at all times in surrounding fields. Dog bedding is to be brought and used, and dogs must be refrained from going upon seating, beds or any soft furnishings. Dog fouling in any area must be cleared up immediately.

6. Travel Cots and High Chairs

Travel cots and high chairs may be hired at an additional cost, subject to availability. Please make requests at the time of booking. Cot linen is not provided.

7. Oudoor Baths

Should the temperature be subzero for several days then the water supply to the outdoor bath may freeze therefore we cannot guarantee that you will be able to use the outdoor bath under those circumstances. No refunds or compensation will be offered or paid.

8. Maximum Occupants / Group Bookings

The total number in your party must not exceed the maximum capacity of the Highland Lodge

9. Fire Precautions / BBQs / Smoking

All accommodation is strictly non-smoking, including vaping. Non-compliance will be seen as a breach of this contract, and a deep cleaning housekeeping charge of £100 will be applied if necessary for all lodges bar Tulliemet House which will incur a £1,000 charge. As a fire precaution, use of candles is not permitted inside accommodation.

Properly constructed barbecues are permitted when placed outside, off the ground at least 3 meters from any Highland Lodge or vehicle. To avoid a fire, coals must be fully extinguished before placing in bins. No fire wood allowed at any time. All barbecues must be extinguished before 11pm. Open fires, of any nature, are strictly prohibited.

10. Conduct

Noise should be kept to a minimum to avoid disturbance to any surrounding residents and guests. No amplified music. Behaviour we deem inappropriate or any breach of these Conditions may result in immediate termination of the booking, without any refund or compensation. Atholl Estates reserves the right to

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refuse any booking or to ask any persons to leave the property. We reserve the right to terminate the booking where we feel that the comfort and enjoyment of other guests may be put at risk.

11. Changes and Cancellations

After a booking has been confirmed, you may cancel this booking at any time but we shall only be liable to refund you the following percentages of the total holiday price, including extras:

- Cancellation within 24 hours from booking - 100% refund of total amountpaid.
- Cancellation more than 4 weeks prior to arrival date of booking – 50% of the total holiday value
- Cancellation less than 4 weeks prior to arrival date of booking – 0% of the total holiday value

Please note that we would be very happy to change your dates for later during the season, if availability allows, should you be forced to cancel the booking at any stage.

We reserve the right to cancel any holiday where the balance has not been paid by the due date of 4 weeks prior to arrival, as stated under these booking conditions, without any compensation. In exceptional circumstances, we may have to cancel or amend your booking. If we do so we will tell you as soon as possible and you can choose either to have a full refund, accept any alternative arrangements offered to you, or book another holiday with us at the brochure price.

If it is necessary for us to cancel your booking we will have no further liability to you. We recommend that our guests obtain Travel Insurance.

12. Accidents/ Injuries

Any accidents or injuries sustained at a Highland Lodge must be reported to the Lodge Manager, on 07587109242, immediately.

13. Liability

While every effort will be made by Atholl Estates to fulfil the contract, except where stated in these Conditions, Atholl Estates shall not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by us to properly perform any of our obligations to you which is due to any event or circumstance beyond our reasonable control, e.g. fire, flood, exceptional weather, epidemics, and all similar situations. Atholl Estates cannot be held responsible for the failure of water, drainage or other mains services beyond our immediate control.

Atholl Estates will not be liable for any loss or damage occasioned to any vehicle or belongings, nor for any injury whatsoever to any person whilst in a Lodge, unless caused directly by the negligence of an employee. Customers are wholly liable for any repairs, cleaning or replacements required to any property damaged during their stay. Any such damage must be reported (and paid for). After your departure; if the Highland lodge is in need of a deep clean, over and above the normal housekeeping service, we reserve the right to retrospectively charge you for this service.

14. Pricing

All prices include VAT at the prevailing rate. Atholl Estates reserves the right to alter prices in the event of a change in the prevailing rate of VAT.

15. Website Accuracy

Whilst every care is taken to ensure that the details on our website and online booking system are correct at time of being published, we cannot accept responsibility for errors contained therein or results thereof.

16. Reporting an Issue

We aim to help ensure all our guests have a comfortable and enjoyable holiday. If you have any concerns about your holiday whilst staying with us please tell the Lodge Manager immediately and we will respond as soon as possible. We will not be responsible for any matter, acting reasonably, which you knew about but did not inform us about during your stay. We reserve the right to vary these conditions at our discretion. Your statutory rights are not affected.

17. Pre-authorisation

A day before you're due to arrive, we'll take a mandatory pre-authorisation from your credit/debit card. This will be held against the cost of making good any

losses or damages caused during your stay and any excessive cleaning costs, and you hereby authorise us to charge such costs to your card (including where such costs exceed the pre-authorised amount). We will instruct the release of any balance remaining after the deduction of such costs within three days of your departure. You should note however that it may take up to seven days for your card issuer to release the hold, and you should contact your issuer directly if you have any queries in that respect.The amount held will depend on the size of the property you are staying in:

Shepherd Huts - £50 per stay
Cottages - £200 per stay
Glen Glack - £300 per stay
Large Lodges - £500 per stay
Tulliemet House - from £3,000 per stay

18. Photography

You may not carry out photography for commercial purposes, publication or similar purposes in any of our lodges without prior consent.