



Cluny Activities, Cluny, By Kirkcaldy, Fife. KY2 6QU
enquiries@clunyactivities.co.uk

Booking Terms and Conditions

1. There is no such thing as a provisional booking at Cluny Activities and dates cannot be held in anticipation of possible bookings.
2. Confirmed bookings and reservations at Cluny Activities are not secure until a 20% per person deposit, is received by Cluny Activities. This deposit is non-returnable in the event of any subsequent cancellation of the booking.
3. Purchasers are required to read quotations and confirmation notes carefully and to notify Cluny Activities immediately of any errors. Cluny Activities will not accept liability for arrangements if they have not been notified within 7 days of sending the confirmation note to the Purchaser.
4. Exact numbers must be confirmed **14 days prior** to the booked date.
5. Additional guests attending on the day will be charged at the same per head rate agreed for the rest of the group.
6. No person under the influence of alcohol or drugs will be permitted to take part in any of the activities.
7. Start times require to be adhered to and Cluny Activities will not guarantee a complete time/package allocation for parties/persons arriving late.
8. Special requests: If Purchasers have special requests, please inform Cluny Activities at the time of booking. Cluny Activities will assist Purchasers wherever possible.
9. Prices quoted are correct at the time of quotation, however, should facility costs increase significantly after Cluny Activities has accepted a booking, Cluny Activities will notify the Purchaser in writing not later than 28 days before the event date. Purchasers may cancel in writing their reservation in whole or in part within 14 days of such notification and Cluny Activities will refund the cost attributable to that part of the reservation cancelled. In the absence of such cancellation Purchasers will be deemed to have accepted the increased charges
10. Purchasers may cancel, at any time provided they do so in writing. Purchasers cancelling 60 days before the event date will receive a full refund less their deposit. Purchasers cancelling 30 days before their event will receive 50% of the event value less their deposit. Purchasers cancelling 14 days before their event will receive 25% of the event value less their deposit. Purchasers cancelling later than 14 days will receive no refund.
11. Changes to the Purchaser's Booking: Cluny Activities reserve the right to amend or substitute alternative arrangements of any element in a booking subject to operational or reasons beyond their control to an equal or greater standard or value.
12. Adverse weather conditions: Although we are normally unaffected by the weather, there can be no guarantee that a date will not be withdrawn due to extreme/adverse weather conditions or any other event beyond our control. If we are unable to run your experience as arranged, we will attempt to contact you with as much notice as possible. Please ensure you have provided us with current mobile telephone numbers and email addresses. Your experience can be rearranged within 3 months of your original date.

Payment Terms & Conditions

1. Payment of the total amount due, based on either the agreed fixed rate, or the numbers confirmed to be attending, is due at least 7 days prior to the booked date, unless otherwise agreed.

2. Any and all extras, added to the account during the day, must be paid in full, prior to departure from Cluny Activities.
3. Cluny Activities accepts payment by cheque, credit card, or cash.
4. VAT at 20% is included in the brochure price. Any increase in the rate of VAT prior to the event date will be charged to the Purchaser. Companies will have VAT added to the brochure prices at the prevailing rate.