

Booking terms and conditions

Payment policy

All holiday costs are payable in advance of your stay. A non-refundable deposit of **£150** is required at the initial booking stage.

The balance of the price of the holiday is due for payment no less than 42 days (six weeks) prior to the visit (the Balance Due Date). Holiday bookings cannot be confirmed until Leuchie House has received full payment or a signed funding form at least six weeks in advance of your holiday. We will confirm your booking in writing, upon receipt of full payment of the holiday cost.

Where a local authority or other organisation is paying for all or part of your holiday, they will be invoiced in advance of the holiday and will be subject to the same booking terms and conditions.

If the balance of the holiday cost is not paid by the balance due date, we reserve the right to treat your non-payment as a cancellation of the holiday by you and to apply the cancellation charges set out below to ensure that Leuchie House can cover its costs.

For bookings made on or after the balance due date, the full amount is due at the time of booking.

The person making the booking accepts the responsibility as authorised agent for paying for all the people covered by that booking.

Cancellation policy

If you or your agent decide to cancel your break, **28 days notice in writing is required** from the person who signed the booking form and sent to Leuchie House. The date of cancellation will be the date of receipt of **written** notification to cancel (not the date of verbal notification by telephone).

You will be required to pay the applicable cancellation charges below if you or anyone else covered by your booking cancels.

Cancellation charges

The cancellation charge is the responsibility of the person who is agreeing to pay the holiday cost. Cancellation charges (based on the date that **written** notification of the cancellation is received by us):

- More than 28 days before arrival: the cancellation charge will be the £150 deposit only;
- Up to 28 days before arrival date: the cancellation charge will be 100% of the full holiday cost.

Curtailment

We regret that guests who choose to leave before the end of a holiday, or who provide incomplete information prior to the holiday in relation to their requirements, will not receive a refund for any nights not spent at the house.

Please note: if a guest causes disruption or distress to other guests and staff, we reserve the right to bring to an end a guest's break and the full cost of the holiday will still be charged. The decision of the Head of Operations is final.

Adverse travel conditions

Unfortunately we cannot be held responsible for the non-arrival due to adverse weather conditions, technical faults/breakdowns or any form of industrial action. No refunds will be given in these circumstances.

Insurance

We strongly recommend that you take out your own cancellation and travel insurance, suitable for your needs, at the time of booking. You will be liable for cancellation charges as listed and we regret we cannot be responsible for any costs you incur as a result of not having appropriate insurance cover in place. For your own peace of mind, the insurance should cover you if you have to cancel your arrangements for any reason including illness before your holiday commences, or for any emergencies such as illness or injury that arise during your stay. We recommend that the insurance should cover the full cost of the holiday.

You should also check that your insurance covers your valuables while away from home, including jewellery, electric wheelchair, mobile telephone, camera etc. (This may be covered by your household insurance).

Below you will find details of some specialist UK travel and cancellation insurance companies who provide cover for people with medical conditions and/or disabilities. Please note that this information does not constitute a recommendation or endorsement and other providers are available.

- Free Spirit Insurance: www.freespirittravelinsurance.com
- Just Travel Cover: www.justtravelcover.com
- Insure for All: www.insureforall.com
- Fish Insurance: www.fishinsurance.co.uk

Care Inspectorate

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Leuchie House is inspected by the Care Inspectorate on a regular basis. The Care Inspectorate make sure we are providing people we support with a service they are happy with and that meets national care standards.

The Care Inspectorate officers will write a report to let people know how good the support, staffing and management of a service is. We signpost people who are thinking about using Leuchie House to the most recent report on www.careinspectorate.com.

We will make sure that you and the people close to you have the opportunity to tell the Care Inspectorate what you think about the support you get from Leuchie House and to be involved in inspections.

Care Inspectorate

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www.careinspectorate.com

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