

In these terms and conditions “you” or “your” means the person named in the booking confirmation. “We” or “us” means the Knoydart Foundation, Ranger team.

1. Your booking

1.1. We reserve the right to accept or decline bookings entirely at our discretion.

1.2. Your contract with us will begin when we issue you with your booking confirmation and will be based on the terms and conditions set out in this document.

1.3. We may offer you the choice of provisionally holding a booking if you contact us by telephone or email. We will let you know how long we can provisionally hold your booking for when you contact us. If you do not confirm your booking by that time, the booking will be released for general sale.

1.4. All bookings are confirmed when we issue you with your booking confirmation. Your booking confirmation will detail the reservation you have booked, the dates of your booking, the maximum number of guests allowed, the total amount payable for your booking and the dates on which payments are due. We will issue you with your booking confirmation by email.

1.5. You, as the person making the booking, will oversee all members of your party. You must be at least 18 years old at the time of booking.

1.6. Children under the age of eighteen must be accompanied by an adult.

1.7. We can only discuss your bookings (including any changes) with you – we cannot discuss your booking with another member of your party unless you give express consent in writing for us to do so.

2. Paying for your Booking

2.1. When booking on-line payment will be taken at this stage.

2.2. When enquiring about a block booking and the ranger team raise an invoice for you, these invoices need to be settled 12 months in advance of your reservation. For bookings made less than 12 months in advance, you must pay the total amount payable for your booking at the time of booking.

2.3. If you do not make any payment within 14 days of the issue date, we will remind you by email or telephone. If you then do not make the relevant payment within seven days, we will assume you want to cancel your booking. If this happens, your booking will immediately be cancelled, and the cancellation charges set out in Section 4.4 (“If you want to cancel your booking”) will apply.

2.4. We will only accept payment card or Bacs.

2.5. Promotional offers will only be applied if they are valid and quoted at the time of booking. Promotional offers cannot be combined or used retrospectively to apply to existing bookings. In addition, we reserve the right to change or withdraw a promotional offer at any time by amending or removing details of these offers from the relevant sections of our website.

2.6 Where we are unable to provide you with a discount or offer on your booking due to this offer having been withdrawn or amended prior to your booking being confirmed, we will email you to notify you the offer is no longer available and cancel your booking.

3. Pricing for our Campsite and Excursions

3.1. We regularly review and amend the prices we charge for our services. Any pricing information shown in our brochures is not valid and for the most up to date pricing information please check our website or call us. We will confirm the price of your request at the time you make your booking and in your booking confirmation.

3.2. All prices given by telephone, on our website will be the up to date pricing. We reserve the right to change our prices accordingly.

3.3. We reserve the right to remove any incorrectly applied staff or volunteer discounts.

4. If you want to cancel your booking

4.1. Your contract with us is a contract for the provision of leisure accommodation or a guided tour on a specific date or dates and this means that you do not have a statutory right to change your mind and cancel the contract. We do, however, offer you the right to cancel your contract subject to the provisions of this Section 4.

4.2. If you wish to cancel a confirmed booking you must let us know by telephone or email, as soon as possible quoting your booking reference. Your booking will be cancelled with effect from the day we receive your telephone call, email and will be subject to the cancellation charges set out in Section 4.4 below.

4.3. Our cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel your booking and the start of your booking. If we move your booking to new dates, the cancellation charges will be a minimum of what was due at the time of the move. Our cancellation charges are set out below:

4.4 Full refund is available when booking is cancelled within 48 hours of booking.

4.5. If you terminate your booking after the booking start date, we will not issue you any refund for any remaining nights of your booking. To clarify, this includes when you cancel your booking for any reason outside of your reasonable control, including without limitation, inclement weather, and illness or cancelled public transport. We strongly recommend you take out comprehensive holiday insurance to compensate you in these circumstances.

5. If you want to change your booking

5.1. If you want to change any detail of your confirmed booking you must let us know by telephone, by email, quoting your booking reference.

5.2. Whilst we will do our best to accommodate you, we cannot guarantee that we will be able to meet any request for changes.

6. If we need to change or cancel your booking

6.1. We do not expect to have to amend your booking, however sometimes problems happen, and bookings have to be changed or cancelled. We will only change or cancel your booking:

6.1.1. for reasons unforeseen at the time, you made your booking which are beyond our reasonable control. This may include occasions where the campsite becomes inaccessible due to a Meteorological Office Severe Weather Warning or other severe weather event.

6.2. We strongly recommend that you obtain appropriate and comprehensive travel insurance for all members of your group. This should ideally cover illness, cancellation, and injuries during your stay.

7. Group bookings and special events

7.1. Bookings for all groups or special events, including large family or friend groups, must be notified to us, and approved by us at the time of booking.

7.2. If you want to use our services for such a purpose, you must contact us and tell us prior to booking and obtain our prior agreement to any such use.

7.3. Please note that if you do not comply with our rules on group bookings as set out in this Section 8 we may need to exercise our rights under Section 14 (“Our right to evict”).

8. Visitor standards and behaviour

8.1. You must only use the campsite for the purposes of your holiday. You must not use the campsite for any other purpose, including for any business purposes, without our prior written consent.

8.2. You must keep the campsite clean and tidy and leave it in the same condition as when you arrived.

8.3. You must not use the campsite, or allow it to be used, for any dangerous, offensive, noisy, illegal, or immoral activities. You must not cause any nuisance or annoyance to any neighbours or anyone else during your stay.

8.4 You and your party must not use candles, tea-lights, fireworks, or Chinese lanterns on the campsite. You and your party may use a barbecue or the fire pits located within the campsite, but you **must not** leave these unattended and extinguish fully when unattended.

9.7. Dogs are allowed, on the conditions shown on our website and in your booking confirmation. We ask that you do not leave them unattended and remove any dog mess from the campsite before checking out.

9.8. Please note that if you do not follow the standards and behaviours set out in this Section 9 we may need to exercise our rights under Section 14 (“Our right to evict”).

10. Complaints

10.1. If you have a complaint, or your problem has not been resolved to your satisfaction please follow our complaints procedure which can be found here [Complaints procedure](#).

10.2. Please note that we will not tolerate any written, verbal, or physical abuse towards any of our staff or representatives.

11. Our right to evict

11.1. We may terminate our contract with you and ask you to leave immediately (without any compensation being payable) if:

11.1.1. we consider that you or your party have committed a serious breach of these terms and conditions.

11.1.2. we consider that your or your party's behaviour endangers the safety of our visitors or staff.

11.1.3. any complaints are made of anti-social, abusive, or unacceptable behaviour against you or your party.

11.1.4. you or your party cause an unreasonable amount of damage.

12. Our liability to you

12.1. If we do not comply with these terms, we are responsible for loss or damage you suffer that is foreseeable as a result of our breach of these terms and conditions or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into this contract.

12.2. Nothing in these terms and conditions is intended to limit our liability for:

12.2.1. death or personal injury caused by our negligence.

12.2.2. fraud or fraudulent misrepresentation on our part; or

12.2.3. any breach of the terms implied by Section 10, 11 and 13 of the Consumer Rights Act 2015

12.3. Nothing in these terms will affect your legal rights in respect of your booking. For a fuller explanation of your legal rights please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

13. Events beyond our control

13.1. We will not be responsible for any failure to perform our obligations under these terms and conditions that is caused by an event outside our control.

13.2. An event outside our control means any act or event that is beyond our reasonable control, including, without limitation, severe weather event, drought, fire, explosion, storm, flood, earthquake, subsidence, pandemic, epidemic or other natural disaster, strikes or industrial action by third parties, terrorist attack or threat of terrorist attack, war or threat of war, civil commotion, riot, invasion, or failure of public or private telecommunications networks.

14. Some practical information for your stay

14.1. If you believe you have left any of your possessions behind, please contact us as soon as possible. We reserve the right to charge you for any storage and delivery costs that we incur in relation to your lost property. We charge a lost property charge of £10 to cover our administrative costs and standard Royal Mail delivery up to 2kgs in the UK to return your items to you (subject to the terms of this clause 16.2). If a request to return your items deviates from these conditions, then we reserve the right to charge you any additional costs. Where possible, we will hold lost property for three months after which it will be disposed of. Perishables will be

disposed of at once and are therefore unreturnable. In addition, we will only be able to return items permissible by Royal Mail. For further information please see our FAQs.

14.2. Many of our properties are located in rural areas and it is important that you and your party do not interrupt or endanger the livelihood of those working at the property or on the surrounding land.

14.3. Wildlife may be present at some of our properties. We ask that wildlife and other animals are not interfered with. Any disturbance caused by wildlife should be reported to us at once and reasonable steps will then be taken to assist. Please remember that some species are protected, and it is illegal to interfere with them or their habitat.

14.4 Our accessibility guides are provided as a guide for any accessibility needs. For up to date pictures, please refer to those on the website.

15. Entire Agreement

15.1. This agreement forms the entire agreement between you and us and supersedes and extinguishes all earlier promises, representations, and undertakings.

15.2. No one other than a party to this contract shall have any right to enforce any of its terms.

16. Data Protection

16.1. We will process your personal data provided as part of this activity in order to communicate with you about your booking and, from time to time, request feedback which will enable us to improve your future experience with us. For more information about how we are processing your personal data, please see our Privacy Policy on our website.

16.2. If you wish to change the way we communicate with you at any time, send an e-mail or telephone us.

16.3 In line with Immigration (Hotel Records) Order 1972, we reserve the right to capture details of non-UK nationals which can be passed on to the UK Border Agency upon request. It is your responsibility to ensure you, and your guests have the relevant travel documents required for the country you are visiting and the duration of your stay.

17. Governing Law

20.1. These terms and conditions are governed by UK law. You and we both agree to submit to the exclusive jurisdiction of the UK courts.