



Terms and Conditions

LINN HOUSE

TERMS & CONDITIONS

- 12 king-size bedrooms with en suite bathroom with underfloor heating and heated towel rail. The ground-floor bedroom is an accessible room with en suite bathroom room with underfloor heating and heated towel rail.
- Welcome cocktail or dram on arrival.
- Daily continental or full Scottish breakfast.
- Daily housekeeping.
- Use of garden bar all outdoor amenities.
- All electricity, heating and logs included.
- Internationally renowned Linn House chef available for dinner meals.
- Linn House assistant available to plan itineraries, book activities, and help you with any enquiries.
- Personal service to buy bottles from the company whisky collection that are available in our Whisky Bar.
- One Linn House Reserve Cask Strength 50cl whisky bottle gift for each adult.

Linn House Alcohol Operating Hours:

- The Whisky Bar and Garden Bar will be open **from 5pm until 1am**, both bars will be closed during dinner time.
- Full sealed bottles that are available in our Whisky Bar can be purchased for consumption OFF premises from 10am until 10pm.
- Due to licensing restrictions, alcohol consumption in the external grounds of the property is permitted between **5pm until 10pm** only.

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Payments & Cancellations:

- 25% of the total price of the accommodation for the group is payable upon booking. Within 14 days of the commencement of the stay, the remaining 75% of the total price is payable. Failure to make either payment by the time stated, will result in the booking being cancelled.
- These sums are non-refundable in the event of a cancellation or guests not turning up but in exceptional circumstances and at the discretion of the manager the booking may be rescheduled to a different date provided that 7 days' prior notice is given.

Hotel Rules and Regulations:

- We ask that all guests, whether staying overnight or using facilities during the daytime, abide by these Linn House Terms and Conditions to ensure that the house remains a pleasant, comfortable and safe space for our guests & staff. Guests who fail to abide by these rules may be refused further lodging or use of the house's facilities. Such guests may also be asked to pay for any damage caused to fixtures, fittings, furnishings or equipment within the house or for damage to the building itself.

Prohibited Actions:

- Do not use guestrooms for purposes other than lodging without permission from the house manager.
- Do not use open flames for heating or cooking in the guestrooms, corridors, or other common areas.
- Linn House is a non-smoking house – Smoking is not permitted in any communal or non-communal areas of the house, including smoking with e-cigarettes, heat-not-burn-tobacco, etc.

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Prohibited Actions:

- Use the lobby to meet with outside visitors. Do not invite outside visitors into your guestroom.
- Do not move equipment or fixtures within the house or guestrooms from their designated locations without reason.
- Do not change or modify the current state of equipment within the house or guestrooms without permission.
- Do not enter storage rooms, machinery rooms, emergency stairs (except during emergencies), or other staff-only areas.
- Do not bring the following items into the house:
 - a. Dogs (excluding assistance dogs for the disabled), cats, birds, and other animals, or pets in general.
 - b. Items that emit a foul or strong odour.
 - c. Excessively heavy objects or an excessive number of objects.
 - d. Guns, swords, or other weapons.
 - e. Explosives, volatile oils, or other items that are flammable or easily ignited.
 - f. Other items deemed a threat to the safety of other guests or staff.
- Do not shout, sing, act in a way that causes powerful shaking or commotion, or otherwise pose a nuisance or cause discomfort to other guests.
- Do not engage in any gambling, immoral acts, or acts that disrupt public safety within the house or guestrooms.
- Do not distribute advertisements or promotional materials, sell goods, or conduct business without permission.
- Do not distribute leaflets, petition for signatures, engage in political or religious activities, hold meetings, display group or organisational power, or aid or abet such activities without permission.
- Do not bring or park propaganda vehicles, modified cars, or any other style of vehicle that Linn House deems may cause discomfort or inconvenience to other guests.

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Prohibited Actions:

- Do not leave personal belongings in the corridor or lobby.
- No photography or filming that may pose a nuisance to other guests within the house or guestrooms is strictly prohibited.
- Do not photograph or film the inside of Linn House for business purposes without permission from the house manager.
- Assault, injury, threats, extortion, fraud, obstruction of business, unreasonable demands through intimidation, and any similar acts are prohibited.
- Do not engage in any other acts deemed inappropriate by the Linn House.

Precautions:

- Items left with Linn House will be disposed of within three (3) months of being left at the premises.
- As a general rule, Linn House waits for contact from the owner regarding instructions on what to do with lost or found items. If the owner fails to provide instructions or if the owner is unknown, valuables and items containing personal information will be delivered to the nearest police station within seven (7) days of the date of discovery, while other items will be disposed of three (3) months from the date of discovery. Please be aware that food, drink, cigarettes, magazines, and items detrimental to sanitation will be disposed of on the same day.
- Please note that using the guestroom telephone to place a call outside Linn House will incur a facility usage fee.
- Housekeeping will be performed on the daily basis on all rooms occupied and communal areas of the house. Even if we receive a request stating that housekeeping is not required, housekeeping will be performed on the daily basis to maintain sanitary conditions. However, the Linn House retains the right to clean guestrooms at any time if it is deemed necessary. Guestrooms may also be entered on days other than cleaning days for maintenance, legal inspections, and emergencies.

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Precautions:

- Should a guest's behaviour warrant protection of the rights, property, or services of the house or another guest, the Linn House will notify the police and other relevant authorities or otherwise take appropriate measures.
- Should Linn House deem that a guest's health or life be in serious danger, Linn House may call an ambulance, regardless of the guest's will.
- If you lose your room key and cannot find it by the checkout time, 20 GBP will be charged to issue a new one.

Damage to or loss of personal items:

- Linn House or the operator Chivas Brothers Limited, shall not be liable for damage to or for loss of any belongings, equipment, monies, jewellery or other personal items belonging to guests whilst they are staying at the premises. All personal items brought to the premises are done so at the owner's risk. Please take care of any personal items.

Refusal of Service:

- Service will be refused to the following organizations and individuals:
 - a. Individuals who fail to comply with the premises alcohol licensing conditions under the Licensing (Scotland) act 2005.
 - b. Organised crime groups and their members, affiliates, or any other persons involved in criminal activities.
 - c. Individuals involved in corporations or other organisations whose operations are controlled by an organised crime group.
 - d. Antisocial individuals and their members and affiliates.
 - e. Individuals who, due to diminished capacity or drug/ alcohol use, are unable to ensure their own safety and pose a risk or cause fear or discomfort to other guests.
 - f. Individuals who fail to immediately cease any of the above-mentioned prohibited acts after receiving a warning from any member of the Linn House team.

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Lead Guest Responsibility:

- The named lead guest will remain the main point of contact for staff and will assist in ensuring the group adhere to these Terms and Conditions.

Applicable Law and Courts:

- These Terms and Conditions shall be governed by the law of Scotland and the courts of Scotland shall have exclusive jurisdiction to hear any claim, complaint or dispute arising out of or in connection with them.

Linn House is owned and run by Chivas Brothers Limited, a company incorporated in Scotland under company registration number SC268758 and with its registered office at Kilmalid, Stirling Road, Dumbarton, West Dunbartonshire, Scotland G82 2SS