



Booking Terms – The Bridge Inn at Ratho

Booking Terms

These Booking Terms are between The Bridge Inn Ratho Limited (Registered Office: 25 Castle Terrace, Edinburgh EH1 2ER) our officers, employees and agents ("the Bridge Inn"/"We"/"Us"/"Our") and the person or legal entity making the Booking ("You/Your"). These Booking Terms are for the provision of services by the Bridge Inn. These Booking Terms are governed by Scottish law and apply to all Bookings except where We agree in writing to any other terms. By making a Booking You are deemed to accept and be bound by these Booking Terms.

Bookings

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a booking when We have confirmed Your reservation and received full payment of the total price quoted to You or in the event that We require a deposit, when We have received full payment of the total value of the deposit or any other amount that We specify at the time of booking. Where a deposit or any other amount that is less than the total value of the price quoted is paid, the balance will be paid by You no later than the time and date so requested by direct communication between You and the Bridge Inn.

Bookings must be paid for using a valid credit or debit card, a cheque or cash. Payment is not deemed to be made until cleared funds are available in the Bridge Inn's bank account.

Prices

All published rates include VAT where applicable at the current rate. The price quoted is correct (unless a pricing error occurs) only for the specific number of passengers, times and dates shown. Should You change the number of passengers, times or dates, then the price quoted is subject to change.

Availability

The boat skipper is responsible for the health and safety of all of the passengers and crew on board. In certain circumstances (including but not limited to adverse weather conditions, staff incapacity or mechanical fault) the skipper or other member of staff may determine that the trip needs to be curtailed or even cancelled. No guarantee is given by the Bridge Inn that the boat trip will be able to take place on the time and date agreed. In the event that we are unable to carry out the trip as planned, alternative arrangements will be put in place by the Bridge Inn to provide the food, drink or entertainment planned in an alternative venue. In this event, a refund of a maximum of the boat charter fee will be made at the end of the event. You will still be liable for all food and drink ordered or consumed. Alternatively, and at our sole discretion, we may offer you an alternative date for the event.

Arrival and departure

Check-in times are either specified on Your Booking Confirmation or, in the absence of any other guidance, all passengers should check-in no later than 15 minutes before the scheduled departure time. Should You wish to check-in later than the times specified You must confirm this directly with the Bridge Inn. In the event that You arrive to Check-in later than the stated times without prior arrangement, the duration of the cruise may be reduced accordingly, and we reserve the right to retain any amounts we are entitled to retain in accordance with the cancellation policy outlined below. Should you wish to extend the cruise on the evening beyond the contracted finishing time, this may be done at the sole discretion of the skipper. Any additional time will be charged at £50 per half hour or part thereof.

Where you have been provided with a finishing time, all reasonable effort will be made to finish the trip by this time. However, in certain circumstances (including but not limited to adverse weather conditions, staff or customer incapacity or mechanical fault) this may not be possible. The Bridge Inn does not accept any liability for any additional costs incurred by you as a result, direct or indirect, of such a delay.

Cancellations

Full payment is required no later than 7 calendar days before the commencement of the trip. If payment (as set out in 'Bookings' above) is not received by this date, We may cancel your booking and refund your deposit. If You have paid in full the requested deposit, you may cancel Your Booking no later than 30 calendar days before the commencement of the trip and receive a full refund, less a £50 re-booking fee. If You have paid in full the requested deposit, you may cancel Your Booking no later than 7 calendar days before the commencement of the trip and receive a full refund, less a £150 re-booking fee.

After this time, and up to 48 hours before the commencement of the trip, you may reduce the number of passengers attending (subject to availability) up to a maximum of 20% difference from the original figure agreed. The per person cost equivalent will be refunded to you at the conclusion of your trip. If You cancel Your Booking within 48 hours of the agreed time of commencement of your trip, or if you have fewer passengers than previously agreed, You will be charged the full amount of Your booking.

If you are in doubt about weather conditions, you should contact us on the day of your cruise. If we deem that the cruise on which you booked can take place on the time and date published, we will not be liable for any refunds or rebookings should you be unable to travel to the Bridge Inn, whether your inability to travel is through illness, weather or road conditions or any other reason outwith our direct control.

Payment

All additional goods and services purchased during Your trip must be paid in full directly with the Bridge Inn before the conclusion of your trip.

Conditions of use

The Bridge Inn has some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests, our neighbours and our staff. If You would like further details of these then please contact us directly.

We reserve the right to terminate Your event immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance or nuisance to other guests or endangers the safety of customers or staff. For the avoidance of doubt this includes being rude, disruptive or abusive in any way to our staff or customers.

Liability

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the boat charter fee and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control, including mechanic failure or staff incapacity.

You are responsible for any damage or loss caused to our property, including any damage to our property or assets by Your act, omission, default or neglect and You agree to indemnify Us and You agree to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

Data protection

We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information.

Dated 1 October 2011