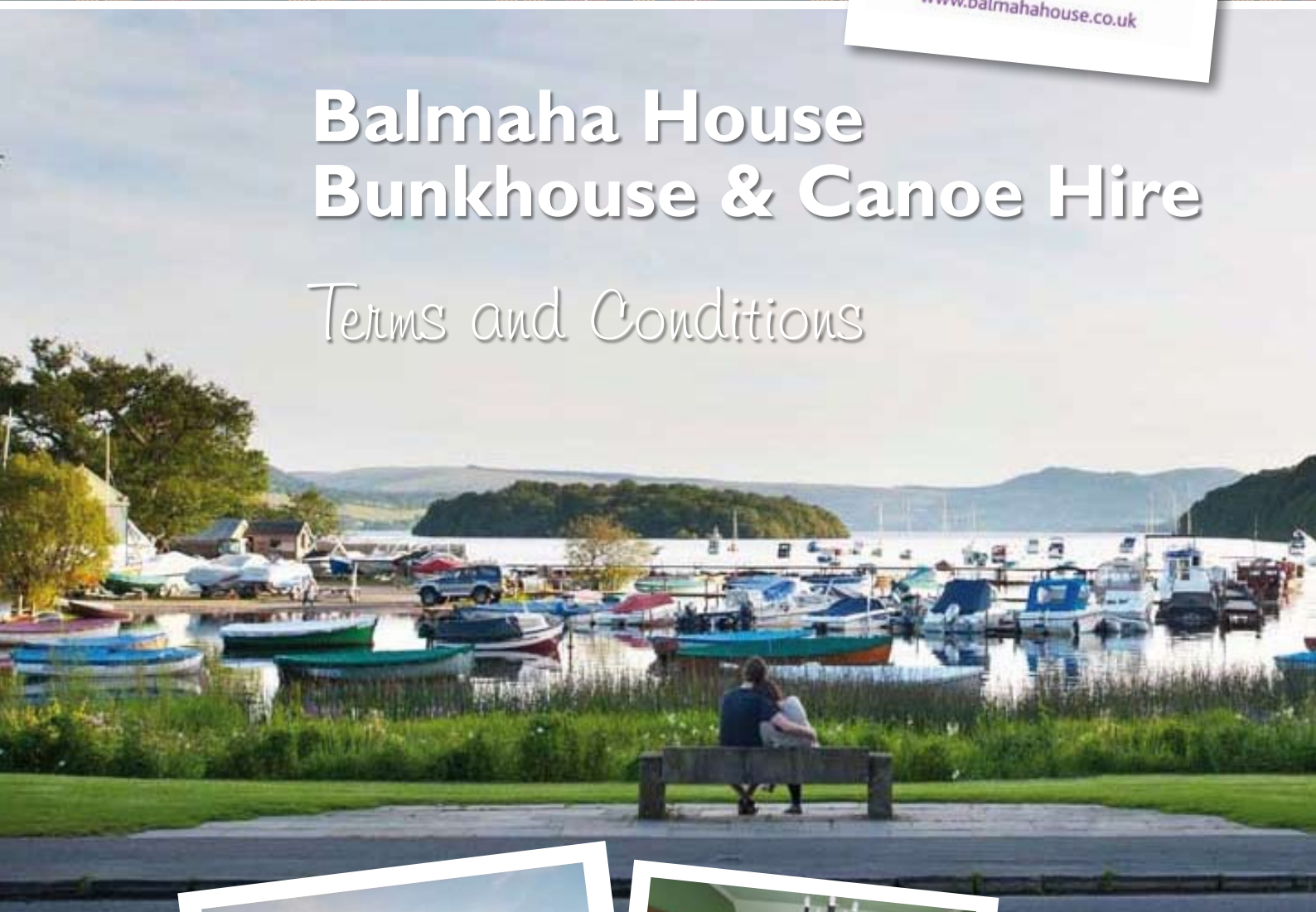




Balmaha House Bunkhouse & Canoe Hire

Terms and Conditions



Balmaha House Bunkhouse & Canoe Hire

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- Your booking will be confirmed once we have received your booking enquiry form with all the requested information provided and sent you a confirmation response in writing. Once your booking has been confirmed it is deemed that you accept our terms and conditions. As a norm we will not accept Telephone bookings but are happy to advice on availability & prices over the Telephone.

Please note: If you book exclusive use of a Bunk room you are charged for all bunks in the room you have booked i.e. if you book exclusive use of the x6 bunkroom and only use x4 bunks you will be charged for the full x6 bunks. If you book a number of bunks and it has been confirmed, then the charge is for the number of bunks booked, therefore if you book x4 bunks but only use x3 you will be charged for the x4 bunks booked. This will not apply if you have informed the manager/operators in advance thereby releasing the bunk to be used for other potential guests.

Cost

- Payment for small groups and individuals is cash on the night of arrival unless otherwise stated by the management/operators. Sorry No cheques or card payments can be accepted.
- For Exclusive use and large group bookings a 50% deposit is required in advance or full payment if you prefer, an invoice will be send with payment details. Your final booking confirmation will not be sent until payment has been received and cleared. The payment received is refundable up to 7 days before arrival after the 7th day, before arrival the 50% deposit becomes non refundable.
- The prices shown are **fixed prices between 01 March and 31 Oct. From 01 Nov until 28 Feb** we will only accept group bookings over x 6 persons, during this period if additional/ extra heating more than normal is required an extra cost may be levied. please check before booking.
- All hire Kayak/Canoe payments are cash on the day of hire.
- Pack lunches can be provided if booked the night before cost £4.50.
- Towels cost £2 per towel.
- **Bunkhouse:** bunk £20pppn sleeps max x14 1x twin/double room 1x twin bunks room 1x 6 person bunks room 1x 4 person bunks room. Exclusive use of the Bunkhouse is £280 per night.
- **Chalet:** Exclusive use £80per night sleeps max x4, 1x double and 1x set of bunks (No Dogs).

For further information contact: **Jock and Gwen Cousin**

Tel: 01360 870218 or Mob: 07921 293285 Email: jock@balmahahouse.co.uk

- **B&B:** Main house with breakfast £35pppn without breakfast £30pppn (No Dogs).
- Payment can be paid by cash on arrival or via Bank Transfer before arrival, as we have no card facilities.
- Arrivals not before 14.00hrs and Departure by 10.00hrs if guests are moving on - all guest that are staying on are respectfully asked to have Breakfast and clean up before 10.00hrs.
- Guests that have booked but fail to turn up by 19.00hrs on the day of their booking unless agreed in writing otherwise. May lose their reservation and the room/bunk or self catering accommodation may be re-allocated to other customers.
- Upon departure we ask you please to leave everything in a clean and tidy condition, as you would wish to find it! For the self catering accommodation dish washing facilities and dustbins are provided.
- Balmaha House Bunkhouse and Canoe Hire is a non-smoking accommodation business - it is a strict requirement that you only smoke outside of the property in designated areas where facilities are provided.

Pets

Friendly well behaved Dogs are only accepted by pre arrangement 1 x dog per group at a cost of £5 per dog per night & on the understanding they are kept under strict control around the premises - there are cats & Ducks nearby! Dogs are not permitted on the furniture and they should not be left in the property unsupervised. Please ensure your pet's flea/tic treatment is up to date. Dog owners are responsible for cleaning up after their dogs. Sorry No dogs in the main house, or Chalet.
(Working dogs for those with disabilities are not charged).

Parking is in the main Balmaha Free visitor's car park just around the corner; guest may park for a short period in front of Balmaha House garage in order to off load/load bags then park their vehicle as stated.

Fire

All guest are respectfully requested to make themselves familiar with the Fire precautions in the accommodation and should read the Fire Instructions in there accommodation.

Laundry or Drying Facilities

There is limited Laundry or Drying Facilities available to guests. There is a washing line outside on the decking area, and a shed for storing bags and hanging clothes or storing damp boots, also an outside tap is provided for cleaning boots and a hose for cleaning bikes if required. Bikes can also be stored in the shed if room allows, or on the decking area.

THE LAUNDRY LADY

Quality Laundry Services
Delivered to your door

SERVICE WASHING

We offer Service Washing to Hotel, Guest House and Campsite guests staying along the East or West side of Loch Lomond, Alexandria, Balloch and Dumbarton.

Wash, Dry & Fold - £1.20 per kilo

There is a minimum £6 charge per load for customers visiting the laundry in Alexandria.

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For those who require collection and delivery from your accommodation, there is a minimum £15 charge per collection.

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For collection customers, please phone the day before by 5pm and your laundry will be collected between 7-9am and returned to you the same day between 7-9pm.

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Cash only, to be paid to the delivery driver.

UNIT 9 NORTH ST IND EST, NORTH STREET, ALEXANDRIA G83 OEA

TEL: 01389 721095

Guest's Obligations

The Guest agrees:-

- A. To pay for damage to the property or furniture as a result of their irresponsible actions.
- B. To take good care of the accommodation and leave it in a clean and tidy condition on departure. Should we be dissatisfied with the condition of the property, we may refuse to take a booking from that guest again.
- C. Not to part with possession of the property.
- D. Not to exceed the total number of people stipulated in their booking description.
- E. Not to sell or transfer the booking to another party without our permission.
- F. Not to cause an annoyance or become a nuisance to other guests or occupants of nearby premises.
- G. Not to smoke in the accommodation all our accommodation is a non-smoking.

Kayak & Canoe Hire (Please also see full terms and conditions)

- All junior must be accompanied with a responsible adult.
- Buoyancy aids must be worn at all times when near or on the Loch.
- A fully Safety induction to include details of the SCA Paddlers Code and a general informative briefing on the Loch must be given to all those hiring boats before they are allowed to go out on the water.
- All hiring's is weather dependant, boats will not be allowed on the water if winds and gusts are strong. The Manager/Operator has the final say.
- All those going out on the loch for long day trips and overnight trips will be sign posted to the Balmaha Loch Lomond Ranger office for update information about the loch and any restrictions in force. Proof of ID and an outline plan in writing is required.
- Mobile communications are required. If those wishing to hire boats do not have mobile communications they will be refused to hire our boats.
- All those going out on the Loch must sign the Insurance waver. The parent / guardian must sign on behalf of the children in their care.
- No more than the permissible paddlers per type of boat and weight.
- The Manager/Operator reserves the right to refuse or cancel a hire.



Liability

The Manager/Operator of Balmaha House Bunkhouse & Canoe Hire shall not be liable for any loss, damage, expense, accident, injury or inconvenience, whether to person or property, which the applicant or any other person may suffer or sustain arising out of, or in respect of, any stay or hire.

Availability

If Balmaha House Bunkhouse & Canoe Hire is not available due to any circumstance beyond our control (eg fire or such damage) we cannot guarantee to provide alternative accommodation, in which case all sums will be returned to you in full. You will have no claim against us.

Breach of our Terms and Conditions

If there is a serious breach of any of these conditions by the guest or any of their party, the Manager/Operator or their agents of Balmaha House Bunkhouse & Canoe Hire, reserve the right. In such circumstances the guest and their party must leave immediately. Should this happen the guest shall have no right to refund of their deposit and/or an apportionment of the payment made for the full stay.



Polite Notice

For guests staying in the Bunkhouse & Chalet

- Gwen and Jock are here to “HELP” if required just ask us.
- Please clean up after you, wash dry and put away dishes after use. Don't leave it for someone else to clean up your mess.
- Please do not clean boots in the showers or sinks. Taps are provided outside.
- Please clean shower after use, others may want to use it after you.
- Rubbish, Please use the bins provided.
- Departure please leave by 10.00hrs at the very latest, if you are staying for more than 1x night please have your breakfast before 10.00hrs and clear up after you, as we must have uninterrupted access in order to prepare for new incoming guests.
- Keys are avail £10 deposit will be required.
- Please keep the Noise down after 22.00hrs as others may be trying to rest after a hard day's activities.
- Please report any incidental damage before leaving.
- If required a copy of our Terms and Conditions can be found on the table at the entrance to the Bunkhouse.
- Please tell us if you are not happy with something in the Bunkhouse, I will do my best to fix or put it right.



Have a great stay Enjoy and
“Haste Ye Back”



Website

All the information given on this website is given in good faith. We reserve the right to make changes in the interest of improvement and pertinent information.

All links to external websites are provided for interest only and we cannot be held responsible for the content of these websites.

Discounted Short breaks can be arranged out of high season subject to availability.

We are happy to offer a discount of 5% off future visits if booked within 12 months of the original.



All Activity users Balmaha Kayak/Canoe Hire

- **Cost Day hire £20 Single £25 Double Kayak or Canoe up until 20.00hrs. Overnight double charge, boats must be back in by 0900hrs or an additional day charge will apply.**
- **All Activities on the Loch can be Dangerous.**
- **Care and attention must be taken at all times.**
- **Loch Lomond must be viewed as seriously as the Sea.**

All Customers hiring our crafts and going out on the Loch must be able to swim.

All those going out on our crafts must have working mobile communications.

YOU MUST

1. Inform the Leader of your Group and or the Manager Operator of Balmaha House Bunkhouse and Canoe Hire in advance of any
Mental/ physical or Medical condition which could affect your participation in the activity.
This includes recent muscle strain, sight and hearing difficulties and heart problems.
2. You must comply with the SCA Paddlers code.
3. You must not participate in any of our activities under the influence of drugs or alcohol.
4. Should you feel unsafe or unhappy at any stage of the activity you must inform your nominated group leader immediately, or us.
5. All Juniors under the age of 18 must be accompanied by a responsible adult.
Young People/Children must be of the years that are able to accept, listen, understand and act on instructions and the rules of going out onto the loch, the SCA paddles code, and must be willing to be supervised by Parents/Guardians.

Parents /Guardians will be fully responsible for supervision at all times.We will have the final say.
6. All adventure activities involve an element of risk.We do not provide personal accident cover.
7. Life jackets/buoyancy aids must be worn at all times whilst on or near the water & done up.

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Additional Information For Those Hiring Equipment

8. Balmaha Bay is a working bay. Please stay clear of all craft and moorings. Please exit the bay anti clockwise, away from the boat yard.
9. As master of your craft you are totally responsible for the command of it, those on board and any damage caused to or by the craft during the time of your hire.
10. Please be aware of the weather conditions. The weather on the loch changes very quickly and wind strength and direction can change very rapidly. Water temperature in the loch can be very cold even in midsummer. Waves can be whipped up by the wind in seconds.
11. Those hiring equipment should be aware that they do so at their own risk which they should weigh up against their own experience, we do not operate a rescue service.
12. Security will be required for all equipment on loan in the form of Name, Address, Tel number and if required proof of ID.
13. Water sports are potentially dangerous activities which can result in death. Loch Lomond must be regarded with the same respect as the open sea-it can be a dangerous place. By signing the hire form you claim that you are able to self rescue from the craft you have hired by means of either rolling or deep water rescue.
14. You have received a full verbal Safety brief to include details of the SCA Paddlers code and brief information about the Loch.
15. All those who plan to conduct a long trip are advised to check in with the Loch Ranger office for update information and any restrictions in place at the time of hire and for the duration of your hire.
16. You have inspected the craft and equipment and accept they are fit for the purpose you intend to use them for.
17. The Manager/Operator or the representative of has the final say if a craft can be hired or not.
18. **Animals are not permitted on our crafts.**
19. No alcohol or drugs may be consumed before/during the hire period.

20. Overnight Hire:

I require the following information from you: proof of ID, for all of those going out, a draft plan on a map with approx timelines and an action plan for emergency situation, as per my terms and conditions shown on the website.

All required at least 24hrs before you plan to go out.

The cost will be £50 per overnight hire Double Kayak or Canoe, and £40 per single kayak, if the boat is not returned by 0900 hrs the following morning you will incur a further day hire charge of £25 Double or £20 single up to 20.00hrs, ongoing.

The charge is payable in cash before departure.

I will give a full safety brief to all the persons going out before departure, and will test your (m) communications. You will all be required to sign the Insurance waiver.

My recommendation is that you also contact the Loch Lomond water Rangers office give them sight of your plan and you will receive any updates reference restrictions in place on the Loch if any, for the duration of your proposed trip. Safety is our No 1 priority this will also give you added Safety back up in the event of an emergency.

To go out on my boats you must have working mobile communication which I test before going out.

("It is always wise to have a backup phone also") This is for Safety reasons, all stated on my web site.

The weather in most cases will dictate if my boats go out or not for that reason I never confirm a booking but if it's safe to go out those that have sent a request will be given priority.

I recommend www.xcweather, it is best to give me a call the night before you are due to go out and again in the morning of your proposed trip. If anyone has any questions, please just give me a call.

21. EMERGENCY CONTACT NUMBERS

999 ask for Loch Lomond Water Ranger Service.

Balmaha House: 01360 870218

Jock (m) 07921293285

Police Drymen: 01360 440220

Police Central Scotland: 01786 456000

A Cousin

Manager / Operator
Balmaha House Bunkhouse and Canoe Hire

For further information contact: **Jock and Gwen Cousin**

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*But wae is my heart until we meet again
On the Bonnie Bonnie Banks O Loch Lomond*



Have a great stay Enjoy and
"Haste Ye Back"



Balmaha House

Bunkhouse and Canoe Hire

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Balmaha Bed and Breakfast and Bunkhouse, Balmaha, G63 0JQ, Scotland

www.balmahahouse.co.uk

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