



the National Trust
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The Eisenhower Hotel @Culzean Castle

BOOKING CONDITIONS :

These Booking Conditions together with the General Information form the basis of your contract with The National Trust for Scotland. Please read them carefully as they set out our respective obligations.

In these Booking Conditions 'you' and 'your' mean all persons named on the booking (including any names substituted at a later date). 'We', 'us' and 'our' mean The National Trust for Scotland.

1. Making your booking.

To make a booking please telephone the Reservations on +44 (0)1655 884455 or send an e-mail to culzean@nts.org.uk. The person making the booking is responsible for making all payments due to us. We will confirm your booking by issuing a letter of confirmation. Please check this confirmation carefully and contact us immediately if any information appears to be incorrect. Booking confirmations will be sent by e-mail and will be issued by e-mail to the person who made the booking.

2. Payment.

In order to confirm your booking, credit card details must be supplied at the earliest opportunity. A booking is not considered guaranteed until such times as credit card details have been received. As such, we will reserve the right to treat your booking as cancelled by you should you not supply the required details in a timely fashion. No monies will be debited from your card at this stage. The exception to this is where a booking is for exclusive use of the Eisenhower Hotel at Culzean Castle and as such a 50 % non-refundable deposit is required at the time of booking. However, please see Section 6 for details of cancellation charges which may apply. Payment in full (less any deposit) will be required at the time of check out.

3. The cost of your accommodation.

The tariff shown on our website is based on either double occupancy, or single occupancy, of a specific double or twin room. We reserve the right to increase or reduce the price of any unsold accommodation at any time. Please note that the prices shown do not apply over the Christmas / New Year period. The price of your accommodation is the price confirmed at the time of booking, subject to the correction of any error, which may result in an increase to the price agreed. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error.

4. Changes by you.

Should you wish to make any changes to your confirmed booking you must notify us at the very earliest opportunity. Whilst we will endeavour to assist we cannot guarantee that we will be able to meet any amended requests. Any amendment, which results in a

cancellation being made within the periods stipulated in Section 6 will be charged at the rates shown therein.

5. Cancellation by you.

Should you or any member of your party need to cancel a booking once it has been confirmed, please immediately advise the Reservations Centre. Your notification of cancellation will only be effective when it is received by the Reservations Centre, at which time you will be given a cancellation code relating to the date and time, which should be kept by you for any future reference.

6. Cancellation Charges

On all confirmed bookings, cancellation charges are made only on the accommodation element of your booking and are based on the following scale:

Within 7 days prior to arrival : 100%

Within 14 days prior to arrival : 50%

Within 28 days prior to arrival : 25%

Depending on the reason for cancellation it is sometimes possible to reclaim these cancellation charges (less any applicable excess) under the terms of insurance policies. If you have purchased such an insurance policy and this applies to you, claims must be made directly to the insurance company concerned.

If any member(s) of your party is/are prevented from travelling, the person(s) concerned may be substituted to someone else (introduced by the party leader). No amendment fee will be charged.

Dinner bookings must be cancelled with a minimum of 24 hours notice prior to your date of dining to avoid charges being levied, please ask for further details.

7. Insurance.

We consider adequate travel insurance to be essential. It is your responsibility to ensure that the travel insurance cover you have is suitable for your particular needs. We do not check travel insurance policies.

8. Changes and cancellation by us.

Very occasionally we may have to make changes after bookings have been confirmed and, extremely rarely, may have to cancel confirmed bookings. Whilst we always endeavour to avoid changes and cancellations we must, however, reserve the right to do so. If we have to make a significant change or a cancellation, we will notify you at the earliest opportunity. In any event and notwithstanding the foregoing, our liability on change or cancellation shall be limited to the amount actually paid by you to us.

Compensation will not be payable and no liability can be accepted where we are forced to make a change or cancel as a result of unusual or unforeseeable circumstances beyond our control, the consequences of



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which could not have been avoided even with all due care.

No compensation will be payable if we cancel as a result of your failure to comply with any requirement of these Booking Conditions.

9. Our liability to you.

We promise to ensure that all aspects of the accommodation we have agreed to provide to you are provided with reasonable skill and care. We will only be responsible for what our employees do or do not do if they were, at the time, acting within the duties and course of their employment. Please note, we do not accept responsibility for any services which do not form part of our contract. This includes any additional services or facilities which any other supplier agrees to provide for you, where the services or facilities are not advertised in our brochure and/or we have not agreed to arrange them.

10. Complaints and problems.

In the unlikely event that you have reason to complain, or experience any problems with your booking, we are anxious that remedial action be taken at the earliest opportunity. Please inform the Eisenhower at Culzean Castle Duty Manager or his staff as soon as possible so that they can take action to investigate and resolve the problem. Any verbal complaint must be put into writing within 14 days of the end of your booking.

11. Behaviour.

Please ensure you take all reasonable care in the use of the property and its contents, including the security of the property. When you book with us, you accept responsibility for any damage, theft or loss caused by you or any member of your party (including invitees) during the period of your stay. Any payment required for any such damage, theft or loss must be paid directly at the time to the Duty Manager or his Deputy. We expect all clients to have consideration for other people. If, in the opinion of any person in authority, you or any member of your party (including invitees) behaves in such a way as to cause or be likely to cause danger, upset or distress to any person, or damage to property, we are entitled, without prior notice, to terminate the accommodation of the person(s) concerned. In this situation the person(s) concerned will be required to leave the property immediately. We will have no further responsibility to the person(s) including any forward or return travel arrangements. No refunds will be made and we will not pay any expenses incurred as a result of the termination of accommodation.

12. Special requests.

If you have a special request you must advise us at the time of booking. Although we will endeavour to accommodate reasonable requests, we cannot guarantee any request will be met until we provide you

with a confirmation specific to your request. If you or any member of your party has any special requirements which may affect your stay, please inform us before you confirm your booking.

We regret we cannot accept any conditional bookings (i.e. any booking which is specified to be conditional on meeting a special request). All bookings are treated as 'standard' subject to the provision of a confirmation of the special request.

Due to the nature of the Eisenhower at Culzean Castle, and to operate to Licensing restrictions we regret it is not possible for non-resident guests to visit the Eisenhower, unless they are joining resident guests for a meal (afternoon tea, dinner or breakfast). Resident guests must notify the Reservations Centre, in advance of their stay, if they wish to entertain non-resident guests, to check availability and ensure that additional meal bookings can be accommodated. All non-resident guests must depart the Eisenhower at Culzean Castle by 11.00pm. Notwithstanding the foregoing, we reserve the right to refuse non-resident guest entry to the Eisenhower at Culzean Castle at any time.

13. Accuracy of information.

Whilst every effort is made to ensure the accuracy of the information and tariff shown in the brochure and on our website (www.culzean-eisenhower.com) it cannot be warranted, nor do the descriptions form any contract. We reserve the right to update, alter, or improve any of the material without notice.

14. Travel Documents.

You are responsible for having all proper travel documentation required. If you are unable to travel by reason of not having proper documentation, all due cancellation charges as indicated in Section 6 may apply and we will not be liable for any expenses you may incur as a result.

General Information

INCLUDED IN THE PRICE

- Accommodation with private or en-suite bathroom.
- Traditional full breakfast each morning.
- Afternoon cream tea
- All VAT and service charges, where applicable.

NOT INCLUDED IN THE PRICE

- Accommodation supplements e.g. for upgrade to a superior room.
- Expenses incurred at the hotel including (but not only) meals (other than breakfast and cream tea and those stated at the time of booking).
- Items of personal expenditure.
- Personal travel insurance.
- Any items not mentioned in the 'Included in the Price' section.



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ROOMS & FACILITIES

Smoking is NOT permitted in any area of the Eisenhower at Culzean Castle and/or Culzean Castle.

CHECK-IN

On arrival your room is available from 2.00pm onwards. Guests generally arrive between 2.00pm and 3.00pm, in time to enjoy Cream Tea at 3.30pm. If you plan to arrive later than 6.00pm, please advise the Castle Duty Manager on 01655 884507.

CHECK-OUT

Check-out for all guests is 11.00am. All accounts must be settled in full prior to departure.

CHILDREN

Children are welcome at Culzean and can be accommodated in parent's rooms on pull-out beds.

Children under 3 years are free of charge

3-12 years - £25 B&B

13-18 years - £50 B&B

Parents are advised to ensure young children are under their supervision at all times within the Eisenhower at Culzean Castle.

CAR PARKING

Parking spaces are reserved for guests on a gravelled area immediately in front of the castle, to the left hand side of the viewing platform.

LIFT (ELEVATOR)

Access to the Eisenhower (on the second floor of Culzean Castle) is by use of a lift (elevator). However, stairs are also available for those who wish to use them. Assistance with luggage is always available on check in and check out.

PETS

Pets, apart from assistance dogs, are not permitted in any area of the Eisenhower or within Culzean Castle.