

Terms and Conditions

Bookings:

1. Booking are Welcomed using these methods:
 - Telephone bookings, giving your details and credit/debit card details for the deposit
 - At reception, giving your details and credit/debit card details for deposit or cash payment
 - Bookings online through our paypal account, payment must be in full.
2. Provisional bookings can be made in advance and are held for 5 days. If bookings are not confirmed by means of deposit within this time they will automatically be cancelled. Please inform us immediately if you decide to not take up your booking.
3. Single night bookings must be paid in full in advance, multiple night bookings require a full single night deposit per building. Balance shall be payable on arrival.
4. No guarantees can be given for 'special requirements' these are purely at the discretion of the management though every effort will be made to fulfil the customers request.
5. All bookings are accepted purely at the discretion of the management.
6. The person whose name in which the booking is taken will be held wholly responsible for the conduct of their party.
7. You are expected to leave your accommodation in a clean and tidy condition and to maintain the high standard that you found it in during your stay. Any excessive cleaning will be charged at £50 per building, such charges will be deducted from the credit card received for the booking. Any damages must be declared and paid in full before departure.
8. Dogs are allowed on the site at a nightly charge though certain breeds are excluded, please check with management. Dogs must be well behaved and kept under control at all times , dogs must not be allowed to dirty seats or beds and any fouling must be cleaned up immediately.
9. Other pets may be allowed at the discretion of the management, please enquire before booking.
10. Buildings should be available from 2pm however, this is not guaranteed and may vary according to circumstances. To allow us to meet this target buildings must be vacated by 10:30am and keys returned to reception. Lost keys will be charged.

Cancellation of your Booking:

1. By StrathFillan Wigwams

We reserve the right in any circumstance to cancel your booking and in this event we will return the monies you have already paid or will offer you an alternative holiday of compatible standard, subject to availability. We will not pay compensation.

2. By You

After a booking has been confirmed deposits will only be returned if notice of cancellation is due to illness and on production of a doctors certificate received by us no later than 4 weeks prior to arrival. Therefore we strongly recommend you take out your own holiday insurance incorporating a cancellation policy. Bookings made online can only be cancelled 7 days from the time of booking.

Rules of the Site:

1. Fires are only permitted in the metal fire bins provided, all wood must be bought at shop on site, any other wood must be declared on arrival and a charge for use of the fire bin will be issued. Burning of any other materials e.g. glass, bottles or cans, are totally prohibited as is removal for burning of any wood or property from the wigwam site, anyone burning live trees or property will be asked to leave.
2. Please keep noise to an acceptable level at all times, any unruly guests will be asked to leave.
3. Please adhere to speed limit on all access roads. Always be aware of children, all farm vehicles, animals and dogs.
4. Stay out of farm buildings at all times!
- 5.

6. Do not place disposable barbecues on picnic benches or wooden steps outside the wigwams
7. Please be aware of overhead cables when fishing and flying kites