



## RENTAL AGREEMENT & HOUSE RULES

### 🌟 Welcome to Finn Village – Mountain View Cottage

We are delighted to welcome you to Finn Village, a peaceful retreat nestled within the breathtaking surroundings of Loch Lomond & The Trossachs National Park.

Our goal is to provide every guest with a safe, relaxing, private, and memorable stay while protecting the natural beauty of the area and ensuring the comfort of all visitors.

By making a reservation and staying at Finn Village, you acknowledge and agree to comply with these House Rules, Terms & Conditions, and Safety Guidelines. The lead guest named on the booking is responsible for ensuring that all members of their party, including any approved visitors, comply with these requirements throughout their stay.

We appreciate your cooperation and look forward to making your stay at Finn Village a truly enjoyable experience.



Failure to comply with these rules may result in warnings, restrictions on facilities, deductions from the security deposit, recovery of costs incurred by Finn Village, immediate termination of the stay without refund, or guests being required to leave the premises.



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## Booking, Payments & Cancellation Policy



### Booking & Payment Terms

To secure your booking, a 35% non-refundable deposit is required at the time of reservation.

- The remaining balance will be automatically charged 30 days before your arrival.
- If the balance payment cannot be successfully processed, Finn Village reserves the right to cancel the booking without refund of the deposit.
- If you wish to use a different payment card for the balance payment or security deposit, you must notify Finn Village before the payment due date shown in your booking confirmation.
- All bookings remain subject to these Terms & Conditions.



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### Security Deposit & Guest Conduct Charges

A £200 card pre-authorisation will be required to cover potential damage, additional cleaning, guest misconduct, breaches of these Terms & Conditions, and other costs incurred during your stay.

#### ➤ How the Pre-Authorisation Works

- This is not an immediate charge. Your bank temporarily reserves the authorised amount.
- The pre-authorisation is normally released automatically by your bank within up to 10 working days after departure, provided no deductions are required.

- Finn Village has no control over the release times operated by individual banks.
- If the pre-authorisation remains visible after 10 working days, guests should contact their bank directly.
- For direct website bookings, pre-authorisation may be processed one day before arrival.
- For third-party bookings, pre-authorisation may be processed upon arrival using our card terminal.

### ► What the Security Deposit Covers

**The security deposit is intended to cover not only physical damage but also any reasonable costs, losses, compensation payments, refunds, additional cleaning, staff time, contractor costs, administration costs, emergency call-out charges, or other expenses incurred by Finn Village as a direct result of:**

- Guest misconduct.
- Breaches of these Terms & Conditions.
- Breaches of House Rules.
- The actions of any member of the booking party.
- The actions of any visitors permitted onto the property by the booking party.

The lead guest accepts responsibility for the conduct of all members of their party and any approved visitors.

The security deposit may be used to recover costs arising from, including but not limited to:

- Damage to accommodation, furniture, fixtures, fittings, equipment, hot tubs, gardens, BBQs, fire pits, or outdoor facilities.
- Unauthorised entry into neighbouring accommodation, gardens, hot tub areas, or private guest spaces.
- Excessive noise, shouting, disruptive behaviour, intoxicated behaviour, or breaches of quiet hours.
- Unauthorised visitors, gatherings, events, or exceeding occupancy limits.
- Smoking, vaping, drug use, or prohibited activities.
- Failure to secure hot tub covers or misuse of hot tub facilities.
- Additional cleaning requirements.
- Pet-related damage, excessive pet hair, or dog fouling.
- Lost, damaged, or unreturned keys.
- Unauthorised late check-outs.
- Excessive rubbish removal.
- Furniture moved from its designated location.
- Compensation, refunds, discounts, alternative accommodation costs, or goodwill payments provided to affected guests.
- Additional staff time required to investigate complaints or resolve incidents.

Where appropriate, Finn Village may retain photographs, CCTV footage, staff reports, guest complaints, invoices, receipts, correspondence, and other supporting evidence. Any deductions will be reasonable and proportionate to the actual loss, cost, expense, or compensation payment incurred.

Where the cost of any loss, damage, compensation payment, repair, replacement, cleaning, contractor attendance, management time, or other expense exceeds the £200 pre-authorisation amount, the lead guest remains responsible for the full balance and agrees to reimburse Finn Village upon request.

The examples listed above are not exhaustive and are provided for guidance only. Finn Village reserves the right to recover any reasonable loss, cost, expense, compensation payment, refund, or charge incurred as a result of a guest's breach of these Terms & Conditions.

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### **Cancellation Policy**

Cancellations made 30 days or more before arrival:

- Full refund of all monies paid, excluding the non-refundable deposit.

Cancellations made less than 30 days before arrival:

- 100% of the booking value is non-refundable.

#### **No refunds will be provided for:**

- No-shows.
- Early departures.
- Adverse weather conditions.
- Illness, injury, travel disruption, or personal circumstances.

Guests are strongly encouraged to obtain suitable travel insurance.

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### **Date Change Policy**

Date changes are permitted only when requested more than 30 days before the scheduled arrival date and remain subject to availability.

- A £50 administration fee applies to approved date changes.
- No date changes are permitted within 30 days of arrival.
- Requests made within 30 days of arrival will be treated as a cancellation and charged in accordance with the cancellation policy.

Finn Village strongly recommends that guests ensure they are able to travel on their selected dates before confirming their booking.

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## **Your Accommodation**

### Mountain View Cottage – Sleeps Up To 8 Guests

Mountain View Cottage offers spacious accommodation, a private enclosed garden, and exclusive outdoor facilities, making it ideal for families, couples, and small groups seeking a peaceful countryside escape.

Guests are expected to treat the accommodation, grounds, and facilities with care and respect throughout their stay.

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### **Amenities Included**

Mountain View Cottage includes exclusive use of:

- Fully enclosed private garden.
- Outdoor gazebo lounge with comfortable seating.
- Drinks fridge in the outdoor lounge
- XXL 10-seater hot tub fully roofed & weatherproof (subject to Hot Tub Terms of Use).
- Fire pit area – great for roasting marshmallows.
- Outdoor dining area.
- Traditional indoor fireplace.
- Fully equipped kitchen including:
  - ✓ Coffee machine
  - ✓ Electric oven
  - ✓ Electric hob
  - ✓ Microwave
  - ✓ Kettle
  - ✓ Toaster
  - ✓ Fridge freezer
  - ✓ Dishwasher
  - ✓ Pots, pans, cooking utensils, cutlery, crockery and glassware
  - ✓ Washing-up liquid
  - ✓ Dish sponge
  - ✓ Dishwasher tablets
  - ✓ Tea towels
  - ✓ Kitchen roll
  - ✓ Complimentary tea and coffee starter supplies.
- Bathroom essentials including:
  - ✓ Shower gel
  - ✓ Shampoo
  - ✓ Conditioner
  - ✓ Hand soap
  - ✓ Luxury bath towels.
  - ✓ Hand towels.
  - ✓ Toilet rolls.

- Bed linen provided.
- Hairdryer.
- Iron and ironing board.
- Dining area seating up to 8 guests.
- Smart TV.
- Complimentary Wi-Fi.
- Darts board.
- Football table.
- Children's play area.
- Private parking.
- Dog-friendly accommodation (additional charges apply).
- Access to the 24-hour Honesty Shop.
- Celebration packages available upon request.

Starter firewood is provided. Additional firewood, kindling, and firelighters may be purchased from the Honesty Shop.

Gas BBQ hire is available as an optional extra and must be requested in advance.

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### **Sleeping Arrangements**

#### Bedroom 1

- Two double beds.

#### Bedroom 2

- One double bed.

#### Living Area

- One double sofa bed.
- One folding single bed.

#### Bathrooms

- One en-suite shower room.
- One family bathroom with a bath and a shower.

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### **Honesty Shop**

Our Honesty Shop is available 24 hours a day for your convenience.

Available items may include:

- Firewood and kindling.
- Snacks and drinks.
- Everyday essentials.

Payment for shop purchases is currently accepted in cash only.

Guests are encouraged to bring cash if they intend to use the shop during their stay.

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### 🌟 Extras & Add-Ons

A range of optional extras and upgrades are available to enhance your stay.

Details of available packages and pricing will be sent following confirmation of your booking.

Examples may include:

- Celebration packages.
- Firewood bundles.
- BBQ hire.
- Early arrival.
- Late departure.
- Additional guest services.

All extras and add-ons are subject to availability and must be arranged directly with Finn Village.

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### 🎉 Party, Group Booking & Guest Conduct Policy

Finn Village is intended as a peaceful holiday destination and is not a party venue.

Parties, large gatherings, events, celebrations, and organised functions are strictly prohibited unless expressly approved in writing by Finn Village management prior to arrival.

If you wish to host any gathering or celebration, you must contact Finn Village in advance and obtain written approval.

Finn Village reserves the right to refuse any request at its sole discretion.

Approved group bookings remain subject to all House Rules, including:

- Quiet Hours.
- Guest occupancy limits.
- Hot Tub Rules.
- Privacy requirements.
- Guest conduct standards.
- Safety requirements.

The lead guest is responsible for the conduct of all members of their party and any approved visitors.

All guests must behave respectfully and must not engage in behaviour that causes nuisance, intimidation, harassment, disturbance, excessive noise, disruption, or discomfort to other guests, staff members, neighbours, wildlife, or local residents.

### ⚠️ Non-Compliance Consequences

Failure to comply may result in one or more of the following:

- Verbal or written warnings.

- Restriction of access to facilities.
- Deductions from the security deposit.
- Recovery of compensation, refunds, discounts, alternative accommodation costs, or other losses incurred by Finn Village.
- Immediate termination of the stay without refund.
- Guests being required to leave the premises immediately.
- Refusal of future bookings.

Finn Village reserves the right to investigate complaints using CCTV footage, staff reports, guest statements, photographs, correspondence, and other relevant evidence.

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### **Guests, Visitors & Occupancy Policy**

To ensure the comfort, safety, and enjoyment of all guests, the following occupancy rules apply.

- ✓ Only guests named on the booking confirmation may stay at the accommodation.
- ✓ The maximum occupancy of Mountain View Cottage is 8 guests and must never be exceeded.
- ✓ The maximum occupancy applies to all persons present at the accommodation, including adults, children, visitors, and overnight guests.
- ✓ Additional guests or visitors are not permitted unless approved in advance by Finn Village in writing.
- ✓ Approved additional guests are charged at £70 per person, per night.
- ✓ Visitors must leave the property by 10:00 PM unless formally added to the booking as overnight guests.
- ✓ Any person remaining at the accommodation after 10:00 PM who is not included on the booking may be deemed an overnight guest.
- ✓ Undeclared overnight guests are strictly prohibited.
- ✓ Where an undeclared overnight guest is identified, a minimum charge of £70 per undeclared guest, per night may be applied in addition to any applicable accommodation fees, compensation payments, administration costs, security deposit deductions, or other losses incurred by Finn Village.
- ✓ Finn Village reserves the right to terminate the stay without refund where undeclared guests are found on the property.
- ✓ Visitors are not permitted to use hot tubs, gardens, outdoor facilities, or accommodation amenities unless approved by Finn Village and added to the booking.
- ✓ Children aged 0–2 years stay free of charge.
- ✓ Children aged over 2 years are counted as guests for occupancy and pricing purposes.

### **Non-Compliance Consequences**

Failure to comply with this policy may result in:

- Additional guest charges.
- Deductions from the security deposit.

- Recovery of any costs, losses, compensation payments, refunds, administration charges, or other expenses incurred by Finn Village as a result of the breach.
- Restriction of access to facilities.
- Immediate termination of the stay without refund.
- Guests being required to vacate the premises.
- Refusal of future bookings.

Finn Village reserves the right to verify occupancy levels and investigate breaches using booking records, staff reports, guest statements, CCTV footage in communal areas, and other relevant evidence.

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## **Quiet Hours, Privacy & Outdoor Area Policy**

At Finn Village, we are committed to preserving the tranquillity and natural beauty of our surroundings within Loch Lomond & The Trossachs National Park.

To protect the comfort, privacy, and enjoyment of all guests, local residents, and wildlife, we operate a strict noise, privacy, and guest conduct policy.

Guests choosing to stay at Finn Village acknowledge that it is intended as a peaceful holiday retreat rather than a party venue.

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### **Quiet Hours & Noise Restrictions**

Quiet hours apply daily between:

 10:00 PM – 7:00 AM

During these hours, guests must ensure that their behaviour does not disturb neighbouring guests, local residents, or wildlife.

The following are strictly prohibited:

- Loud music.
- Portable speakers.
- Sound systems.
- Karaoke equipment.
- Amplifiers.
- Excessive shouting.
- Chanting.
- Singing.
- Screaming.
- Loud conversations.
- Drunken or disruptive behaviour.
- Any activity likely to disturb other guests.

Guests must ensure that noise cannot be heard from neighbouring accommodation, gardens, hot tub areas, or private guest spaces during quiet hours.

Guests must comply immediately with any reasonable request from Finn Village staff regarding noise levels.

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### **Noise Complaints & Enforcement**

Where a complaint is received, Finn Village reserves the right to investigate and determine whether a breach of this policy has occurred.

Evidence may include:

- Staff observations.
- Guest complaints.
- CCTV footage from communal areas.
- Written statements.
- Audio or video recordings.
- Correspondence.
- Other relevant evidence.

### **Non-Compliance Consequences**

Failure to comply may result in:

- Verbal or written warnings.
  - Restriction of access to facilities.
  - Deductions from the security deposit.
  - Recovery of compensation, refunds, discounts, alternative accommodation costs, or other losses incurred by Finn Village.
  - Immediate termination of the stay without refund.
  - Guests being required to leave the premises immediately.
  - Refusal of future bookings.
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### **Respecting Guest Privacy**

Respect for the privacy of neighbouring guests is a fundamental condition of every booking.

Guests must not engage in any behaviour that interferes with another guest's comfort, privacy, safety, or enjoyment of their accommodation.

Guests are expected to remain within the accommodation and outdoor areas allocated to their booking unless expressly authorised by Finn Village management.

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### **Entering Neighbouring Accommodation & Private Areas**

Guests must not:

- Enter, access, cross into, climb over, or otherwise enter any accommodation, garden, hot tub area, outdoor space, or private area allocated to another guest.
- Approach, invite themselves into, interfere with, or make use of another guest's accommodation, garden, hot tub area, outdoor space, or private facilities.
- Access neighbouring accommodation under the assumption that permission has been granted.

Speaking with neighbouring guests over fences, boundaries, or communal areas does not constitute permission to enter another guest's accommodation, garden, hot tub area, or private space.

This rule is strictly enforced to protect the privacy, safety, comfort, and enjoyment of all guests.

Unauthorised entry into another accommodation or private guest area will not be tolerated.

Where such conduct results in guest complaints, disruption, compensation payments, refunds, discounts, investigations, staff attendance, or any other financial loss to Finn Village, the associated costs may be recovered from the security deposit in accordance with the Security Deposit & Guest Conduct Charges policy.

Serious breaches may result in immediate removal from the premises without refund.



### **Hot Tub & Outdoor Area Guidelines**

Mountain View Cottage includes access to a private hot tub and outdoor facilities which must be used responsibly and respectfully.

Guests must:

- Use all outdoor facilities safely and responsibly.
- Respect neighbouring guests at all times.
- Use only the facilities allocated to their booked accommodation.
- Leave all outdoor areas clean and tidy after use.
- Replace and secure the hot tub cover immediately after use.
- Comply with all Hot Tub Terms of Use.

The following are prohibited:

- Use of the hot tub after 10:00 PM unless expressly authorised by Finn Village management.
- Music, speakers, karaoke equipment, or amplified sound outdoors after 10:00 PM.
- Excessive noise in gardens, gazebos, hot tub areas, fire pit areas, or outdoor seating areas.
- Entering another accommodation's garden, hot tub area, outdoor seating area, or private facilities.
- Misuse of hot tubs, fire pits, BBQs, furniture, or outdoor equipment.



### **Outdoor Area Non-Compliance Consequences**

Failure to comply with this policy may result in one or more of the following:

- Verbal or written warnings.
- Restriction or withdrawal of hot tub or outdoor facility use.
- Deductions from the security deposit.
- Recovery of heating, water treatment, maintenance, cleaning, repair, replacement, contractor attendance, compensation, refund, or management costs.
- Immediate termination of the stay without refund.
- Guests being required to vacate the premises immediately.
- Refusal of future bookings.

We appreciate your cooperation in helping us maintain the peaceful, private, safe, and enjoyable environment that Finn Village is known for.

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### **Check-In & Check-Out Policy**

To ensure every guest receives the highest standards of cleanliness, comfort, and preparation, the following arrival and departure procedures apply.

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#### **Check-In**

Standard Check-In: From 4:00 PM

Upon arrival, guests should proceed to the reception to collect keys and receive important information regarding their accommodation, facilities, and stay.

A valid payment card may be required for the security deposit pre-authorisation, where applicable.

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#### **Check-Out**

Standard Check-Out: By 10:00 AM

Before departure, guests must:

- Return all keys to Reception or place them in the designated key drop box.
- Leave the accommodation in a tidy condition.
- Ensure all personal belongings have been removed.
- Secure doors and windows.
- Report any damage, breakages, faults, or maintenance issues.

Prompt departures assist our housekeeping team in preparing accommodation for incoming guests.

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#### **Early Arrival & Late Departure Options**

Subject to availability, guests may request:

### Early Arrival

1 PM – 2 PM: £45

2 PM – 3 PM: £35

3 PM – 4 PM: £25

### Late Departure

10 AM – 11 AM: £25

11 AM – 12 PM: £35

12 PM – 1 PM: £45

All extensions must be requested and confirmed in advance.

Unauthorised early arrivals or late departures may result in additional charges being deducted from the security deposit.

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### **Lost, Damaged & Unreturned Keys**

Guests are responsible for all keys provided during their stay.

Lost, damaged, unreturned, or incorrectly returned keys may result in charges for:

- Replacement keys.
- Replacement locks.
- Locksmith attendance.
- Administration costs.
- Associated labour and contractor costs.

These costs may be recovered from the security deposit.

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### **Decorations & Celebration Packages**

At Finn Village, we love helping guests celebrate special occasions while ensuring our accommodation remains beautiful, well-maintained, and damage-free for future guests.

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### **Decoration Policy**

Guest decorations are not permitted unless supplied or approved in advance by Finn Village.

To prevent damage to walls, wallpaper, paintwork, ceilings, doors, furniture, mirrors, fixtures, and furnishings, the following are strictly prohibited:

- Pins.
- Nails.
- Screws.
- Hooks.
- Glue.
- Adhesive strips.

- Blu Tack.
- Tape.
- Command strips.
- Confetti.
- Glitter.
- Hanging decorations.
- Any similar fixing materials.

Unauthorised decorations may be removed by Finn Village staff.

A minimum charge of £50 may be deducted from the security deposit where this policy is breached.

Where damage occurs, guests will be responsible for the full cost of:

- Repair.
- Redecoration.
- Replacement.
- Specialist cleaning.
- Contractor attendance.
- Materials and labour.

Additional charges may apply where the accommodation cannot be prepared for incoming guests due to decoration-related damage.

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### **Celebration Packages**

A range of celebration packages may be available for:

- Birthdays.
- Anniversaries.
- Romantic stays.
- Engagements.
- Other special occasions.

Package details and pricing will be provided following booking.

All packages remain subject to availability and must be arranged in advance.

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### **Dog-Friendly Policy**

At Finn Village, we warmly welcome well-behaved dogs and strive to provide an enjoyable experience for both guests and their pets.

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### **Booking & Approval**

Dogs are permitted only with prior approval.

Mountain View Cottage permits a maximum of:

- Up to 4 dogs per stay.

Applicable pet fees will be communicated following booking.

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### **Breed Restrictions**

Finn Village reserves the right to refuse bookings involving aggressive, dangerous, prohibited, or unsuitable breeds at its sole discretion.

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### **Furniture & Bedding Policy**

Dogs are not permitted on:

- Beds.
- Sofas.
- Chairs.
- Cushions.
- Any other furniture.

Guests are encouraged to bring throws, blankets, or pet covers if their dog is accustomed to sitting on furniture at home.

Failure to prevent pet hair, staining, odours, scratching, chewing, or damage may result in additional cleaning, repair, replacement, or specialist treatment charges.

Any additional cleaning required due to:

- Pet hair.
- Mud.
- Odours.
- Stains.
- Scratches.
- Chewing damage.
- Pet-related mess.

may result in deductions from the security deposit.

A minimum charge of £50 may apply where excessive pet hair requires cleaning beyond the standard changeover clean.

Guests remain responsible for the full cost of repair or replacement of any damaged furniture, flooring, fixtures, fittings, furnishings, bedding, mattresses, doors, or decorative finishes.

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### **Supervision & Control**

Dogs must:

- Be supervised at all times.

- Remain under control at all times.
- Be kept on a lead outside the accommodation unless within a private enclosed garden.

Dogs must not be left unattended within the accommodation unless prior written approval has been obtained from Finn Village.

Owners remain fully responsible for their dog's behaviour and any damage, injury, nuisance, or disturbance caused.

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### **Waste Disposal**

Owners must clean up after their dogs immediately.

Dog waste must be disposed of using the designated bins provided.

A minimum charge of £50 may apply where dog fouling is left in:

- Gardens.
  - Walkways.
  - Parking areas.
  - Grounds.
  - Communal spaces.
  - Outdoor facilities.
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### **Behaviour & Noise**

Dogs must not cause:

- Excessive barking.
- Aggressive behaviour.
- Intimidation.
- Nuisance.
- Disturbance to guests.
- Disturbance to wildlife.

Repeated complaints may result in:

- Restrictions being imposed.
  - Deductions from the security deposit.
  - Immediate termination of the stay.
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### **Gas BBQ & Firepits**

A Gas BBQ may be hired as an optional extra.

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### **Booking & Availability**

- BBQ hire is subject to availability.
  - Requests should be made at least one day before arrival.
  - BBQ pricing is provided with Extras & Add-Ons information.
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### **Guest Responsibilities & Safety**

Guests must:

- Supervise the BBQ at all times whilst in use.
- Supervise children near the BBQ area.
- Turn off the gas supply after use.
- Use the BBQ only in the designated location.
- Report faults, damage, leaks, or safety concerns immediately.

Guests must not:

- Move the BBQ.
  - Modify the BBQ.
  - Connect alternative gas supplies.
  - Use accelerants or unauthorised fuels.
  - Operate the BBQ whilst excessively intoxicated.
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### **Liability & Damage**

Guests use the BBQ facility at their own risk.

By using the BBQ, guests accept responsibility for ensuring it is operated safely and in accordance with all instructions provided.

Except where liability cannot legally be excluded, Finn Village shall not be responsible for injury, loss, damage, accidents, or claims arising from guest misuse, negligent behaviour, failure to follow instructions, or unauthorised use.

Guests remain responsible for any damage caused to:

- The BBQ.
- Accommodation.
- Furniture.
- Outdoor facilities.
- Gardens.
- Neighbouring property.

Any repair, replacement, cleaning, fire safety, contractor, emergency call-out, compensation, or associated costs may be recovered from the security deposit.

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### **Non-Compliance Consequences**

Failure to comply with BBQ rules may result in:

- Immediate withdrawal of BBQ access.
  - Deductions from the security deposit.
  - Recovery of costs incurred.
  - Immediate termination of the stay.
  - Guests being required to vacate the premises.
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### **Fire Pit Guidelines**

At Finn Village, we want guests to enjoy cosy evenings outdoors whilst ensuring the safety of all guests, neighbouring accommodation, wildlife, and the surrounding environment.

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### **Fire Pit Safety Rules**

Guests must:

- Use fire pits responsibly at all times.
- Supervise children around open flames.
- Maintain a safe distance between the fire pit and any structures, furniture, fencing, vegetation, or combustible materials.
- Fully extinguish the fire before leaving the area unattended.
- Use designated fire pit areas only.

Firewood, kindling, and firelighters are available for purchase from the Honesty Shop.

The following are prohibited:

- Open fires outside designated fire pit areas.
- Burning rubbish, plastics, packaging, or unsuitable materials.
- Moving fire pits from their designated location.
- Leaving fires unattended.
- Using fire pits after 10:00 PM unless expressly authorised by Finn Village management.

Guests remain responsible for any damage, burn marks, scorching, smoke damage, fire service attendance, contractor attendance, compensation payments, or fire-related incidents arising from misuse of the fire pit.

Any associated costs may be recovered from the security deposit.

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### **Marshmallow Toasting & Responsible Enjoyment**

Guests are welcome to enjoy marshmallow toasting and similar activities responsibly.

Please:

- Dispose of all waste responsibly.
- Avoid leaving food waste outdoors.

- Help keep outdoor spaces clean and wildlife-friendly.
  - Respect neighbouring guests and maintain reasonable noise levels.
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## Sustainability Commitment

Nestled within Loch Lomond & The Trossachs National Park, Finn Village is committed to protecting the environment, preserving local wildlife, and reducing our environmental impact wherever possible.

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## Our Environmental Commitment

We actively promote:

- Responsible waste management.
- Energy conservation.
- Water conservation.
- Respect for wildlife and natural habitats.
- Sustainable travel choices where practical.

Guests are encouraged to help us maintain these standards throughout their stay.

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## Waste Disposal & Recycling Policy

To help us maintain a clean and environmentally responsible site, guests are required to dispose of waste correctly using the bins provided.

Each accommodation is provided with:

- One general waste bin.
- Recycling bins for plastic, paper & cardboard, food waste, and glass.

**Recyclable waste must not be placed in the general waste bin.**

**A £25 waste management fee will be charged/deducted from the security deposit if recyclable waste is found in the general waste bin.**

Additional waste removal, excessive rubbish, or waste requiring extra staff time for sorting, cleaning or disposal may incur further charges, which may also be deducted from the security deposit.

Thank you for helping us keep Finn Village clean, sustainable and environmentally friendly.

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## Spare Bedding Policy

As part of our commitment to reducing unnecessary water and energy consumption:

- For bookings of fewer than 6 guests, spare beds, spare bedding, and unused linens should remain unused unless required.

This helps reduce unnecessary laundering and supports our sustainability goals.

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### **Parking Policy**

Finn Village aims to minimise congestion and environmental impact whilst ensuring sufficient parking for all guests.

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### **Parking Allocation**

Mountain View Cottage:

- Maximum 3 vehicles.
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### **Additional Vehicles**

Additional vehicles may be permitted subject to:

- Prior approval.
- Availability.
- Payment of the applicable fee.

A charge of £20 per additional vehicle applies.

Guests must park only in designated parking areas and must not obstruct access roads, neighbouring accommodation, emergency access routes, or communal areas.

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### **Garden Door & Outdoor Food Policy**

To help prevent rodents and pests from entering the accommodation:

- The garden door should remain closed when not in use.
- Food must not be left outdoors.
- Guests should dispose of food waste responsibly.

Failure to comply may result in additional pest control, cleaning, contractor attendance, or remedial costs being recovered from the security deposit where appropriate.

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### **CCTV & Site Security**

The safety and security of our guests, staff, and property is extremely important to us.

To help maintain a safe environment:

- CCTV operates in selected communal and external areas.
- CCTV is not installed inside accommodation or private hot tub areas.
- CCTV footage may be used to investigate complaints, security incidents, breaches of house rules, damage claims, occupancy disputes, unauthorised visitors, noise complaints, guest conduct issues, and other incidents affecting guest safety or Finn Village operations.

By entering the site, guests acknowledge that CCTV may be operating in communal areas.

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## **Smoking & Drug Use Policy**

Finn Village operates a strict no-smoking and zero-tolerance drug policy.

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### **Smoking Policy**

Smoking is strictly prohibited inside all accommodations.

Smoking is permitted only within designated outdoor areas where appropriate disposal facilities are provided.

Guests must dispose of cigarette waste responsibly.

Any evidence of:

- Smoking indoors.
- Vaping indoors.
- Cannabis use.
- Lingering smoke odours.
- Burn damage.

may result in cleaning, deodorising, laundering, repair, compensation, or associated costs being recovered from the security deposit.

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### **Drug Use Policy**

The possession, use, supply, or consumption of illegal drugs is strictly prohibited anywhere on the Finn Village site.

Any breach may result in:

- Immediate termination of the stay.
  - Removal from the premises without refund.
  - Police involvement where appropriate.
  - Refusal of future bookings.
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## **Limited Liability Policy**

Whilst Finn Village takes reasonable steps to provide a safe and secure environment, guests remain responsible for their own personal property and belongings.

Except where liability cannot legally be excluded:

- Finn Village accepts no responsibility for loss, theft, or damage to personal belongings.
  - Vehicles are parked entirely at the owner's risk.
  - Guests are responsible for ensuring their own safety and the safety of members of their party whilst using the accommodation and facilities.
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### **Lost Property**

Where personal belongings are left behind:

- Finn Village may retain found items for a reasonable period.
- Items can be returned upon request.
- A minimum charge of £10 applies to cover packaging, postage, administration, and handling costs.

We encourage guests to carefully check the accommodation before departure to ensure all belongings have been collected.

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### **Cleaning & Damages Policy**

Guests are expected to leave the accommodation in a clean and tidy condition.

Before departure, guests should:

- Wash and put away dishes.
- Remove rubbish.
- Return furniture to its original position.
- Report any breakages or damage.
- Leave the accommodation in a reasonable condition.

Damage beyond normal wear and tear, including but not limited to:

- Furniture.
- Flooring.
- Bedding.
- Upholstery.
- Appliances.
- Fixtures.
- Fittings.
- Decorative finishes.

will be charged at the full cost of repair or replacement.

Where additional cleaning, specialist cleaning, contractor attendance, compensation payments, management time, or remedial works are required, the associated costs may be recovered from the security deposit in accordance with the Security Deposit & Guest Conduct Charges policy.

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## Hot Tub Terms of Use & Disclaimer

At Finn Village, we are pleased to provide hot tub access as part of your stay at Mountain View Cottage.

To ensure the safety, hygiene, enjoyment, and comfort of all guests, the following rules must be followed by all users of the hot tub.

Use of the hot tub is conditional upon compliance with these Terms of Use.

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### Hot Tub Operating Hours

To maintain safe water quality, equipment performance, and a peaceful environment for all guests, the hot tub may only be used during the following hours:

#### One-Night Stays

- 4:00 PM – 10:00 PM

#### Multiple-Night Stays

- 1:00 PM – 10:00 PM

The hot tub must not be used outside these hours unless expressly authorised by Finn Village management.

Use outside permitted hours may result in additional maintenance, water treatment, staff attendance, compensation payments, or other costs being incurred. Where such costs arise, Finn Village reserves the right to recover the reasonable costs incurred in accordance with the Security Deposit & Guest Conduct Charges policy.

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### Hot Tub Information

Upon arrival, guests may receive guidance regarding:

- Safe entry and exit.
- Correct removal and replacement of the hot tub cover.
- Use of jets and lighting controls.
- General hot tub operation.

Guests are responsible for ensuring all members of their party understand and comply with the instructions provided.

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### Daily Water Quality & Safety Checks

To maintain hygiene and safety standards, Finn Village reserves the right to access the hot tub area between 8:00 AM and 10:00 AM daily for:

- Water testing.

- Chemical balancing.
- Equipment inspection.
- Routine maintenance.
- Safety checks.

**This procedure is mandatory and cannot be declined.**

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### **Mandatory Hygiene Requirements**

All guests must:

- Shower before entering the hot tub.
- Enter the water clean and free from excessive dirt, mud, oils, cosmetics, fake tan, creams, or similar products.
- Follow all safety instructions provided by Finn Village.

The following are prohibited:

- Fake tan.
- Makeup.
- Oils.
- Lotions.
- Hair treatments.
- Any substance likely to affect water quality.

Guests may be charged where additional maintenance, draining, cleaning, or water treatment is required as a result of contamination.

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### **Prohibited Items & Activities**

The following are strictly prohibited:

- Food in the hot tub.
- Glassware in or around the hot tub.
- Soap, shampoo, bubble bath products, detergents, cleaning products, oils, or chemicals.
- Pets in the hot tub.
- Tampering with equipment.
- Interfering with safety systems.
- Climbing, standing, sitting, or jumping on the hot tub cover.
- Overcrowding the hot tub beyond its intended capacity.
- Any activity that may compromise hygiene, safety, or equipment performance.

Broken glass may require draining, cleaning, refilling, safety inspection, and temporary closure of the hot tub. Associated costs may be recovered from the security deposit and may exceed £150 depending on the work required.

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## **Hot Tub Cover & Equipment**

Guests must replace and secure the hot tub cover immediately after use.

Failure to secure the cover may result in:

- Heat loss.
- Increased energy consumption.
- Additional maintenance.
- Water treatment.
- Staff attendance.
- Delayed guest use.

A minimum charge of £40 may apply where additional costs are incurred.

The hot tub cover must only be handled using the designated handles.

Guests must not:

- Drag the cover.
- Force the cover.
- Stand on the cover.
- Sit on the cover.
- Damage the cover or the lifting mechanism.

Guests remain responsible for the full cost of repairing or replacing damaged covers, lifting mechanisms, fittings, or associated equipment.

Replacement costs may exceed £500 depending upon the extent of damage.

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## **Hot Tub Controls & Settings**

Guests must not:

- Switch off the hot tub.
- Disconnect power supplies.
- Alter engineering settings.
- Tamper with pumps, filtration systems, heaters, control panels, or electrical components.

Normal operation of jets and lighting controls is permitted.

Where guest actions result in resetting, reheating, rebalancing, maintenance attendance, repair work, or contractor attendance, the associated costs may be recovered from the security deposit.

Any fault, damage, or operational issue must be reported immediately.

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## **Health & Safety**

Hot tubs contain heated water and may present risks if used irresponsibly.

Guests use the hot tub entirely at their own risk.

The following safety guidance applies:

- Children under 4 years old are not permitted to use the hot tub.
- Children under 16 must be supervised by a responsible adult at all times.
- Guests should limit sessions to approximately 15–45 minutes.
- Guests should remain hydrated.
- Guests should exit immediately if they experience dizziness, nausea, discomfort, overheating, or illness.
- Guests who are pregnant or have underlying medical conditions should seek medical advice before use.

Excessive alcohol consumption, intoxication, drug use, horseplay, diving, jumping, or unsafe behaviour is strictly prohibited.

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### **Damage, Cleaning & Remedial Charges**

Guests are responsible for maintaining appropriate water hygiene throughout their stay.

If the hot tub requires:

- Draining.
- Refilling.
- Chemical balancing.
- Cleaning.
- Water treatment.
- Maintenance attendance.
- Temporary closure.
- Contractor attendance.

as a result of guest misuse, contamination, negligence, or failure to follow these rules, the associated costs may be recovered from the security deposit.

A minimum charge of £150 may apply where draining and refilling is required due to contamination caused by guest actions.

Damage to any component of the hot tub, including but not limited to:

- Covers.
- Lifting mechanisms.
- Control panels.
- Pumps.
- Filtration systems.
- Speakers.
- Jets.
- Lighting.
- Heaters.
- Electrical systems.

will be charged at the full cost of repair or replacement.

Additional maintenance, emergency call-outs, compensation payments, refunds, discounts, alternative accommodation costs, management time, or contractor costs resulting from misuse may also be recovered.

Repairs and remedial works will be charged at actual cost incurred together with labour charges of £25 per hour where applicable.

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 **Guest Declaration**

By signing below, I confirm that:

- ✓ I have read, understood, and agree to comply with all hot tub rules and safety instructions.
- ✓ I understand that use of the hot tub is voluntary and undertaken at my own risk.
- ✓ I accept responsibility for my own actions and the actions of all members of my party whilst using the hot tub and surrounding facilities.
- ✓ I accept responsibility for any damage, contamination, loss, additional cleaning, maintenance, repair, replacement, compensation, or other costs arising from misuse by myself or any member of my party.
- ✓ I understand that Finn Village may recover such costs from the security deposit and, where applicable, recover costs exceeding the security deposit amount.
- ✓ I acknowledge that hot tubs may present inherent risks including slips, trips, falls, heat-related illness, allergic reactions, and other risks associated with heated water facilities.
- ✓ I agree to use the hot tub responsibly and in accordance with all instructions provided.
- ✓ Except where liability cannot legally be excluded, Finn Village shall not be responsible for injury, loss, damage, or claims arising from a guest's misuse of the hot tub, failure to follow safety instructions, negligent behaviour, intoxication, or unauthorised use.

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 This agreement must be signed before hot tub access is permitted.

Guest Name: \_\_\_\_\_

Accommodation: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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💎 We hope you enjoy this luxury facility and have a safe, relaxing, and memorable stay at Finn Village.