



Eastbrae Cottages & Lodges - Refund and Cancellation Policy – March 2021

COVID-19 - Guests travel to Orkney and enter the cottages and lodges at their own risk. Any symptoms and transmission of the virus must be reported to the owner and NHS. Self-isolation will not be permitted and guests will be asked to leave the property immediately if it is safe for them to do so. Any extended stay will be charged for at the tariff for the relevant week. Refunds in full will only be given in the event of travel restrictions preventing arrival to Eastbrae Cottages & Lodges. Refunds will not be issued to guests who become ill before arrival. Refunds will be considered on a pro rata basis if the property has to be vacated early.

Adverse Travel Conditions - In the event of road closure or boats not running due to adverse weather conditions or any form of 3rd party industrial action Eastbrae Cottages & Lodges cannot be held responsible for non-arrival of guests at the properties and no refunds will be given.

Cancellation - You may cancel your booking up to 21 days prior to arrival and request in writing to receive a full refund minus the non-refundable deposit