



Terms and Conditions

The Burn Mansion House and self-catering holiday accommodation

By accessing and using The Burn booking engine, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with any part of these terms, you may not use our services.

Booking process

Reservation confirmation: Your booking is confirmed once you have paid a 25% non-refundable deposit for your accommodation. We will email confirmation of your booking. It is your responsibility to review the information for accuracy.

Guest information: Guests are asked to provide accurate and complete guest information during the booking process. The Burn reserves the right to cancel bookings with inaccurate information.

Cancellation and modification

Cancellation policy: Guests are expected to review The Burn's cancellation policy before making a booking. Cancellations are charged as follows:

- Less than 24 hours – The Burn will keep the full deposit and bill you for the rest of the cost of the booking
- Less than a week – The Burn will keep 50% of total cost of the booking
- More than a week – The Burn will keep the deposit for the booking

Modification: Any modification to your booking is subject to availability and may incur additional charges.

Payment

The Burn accepts the following methods of payment: Bank Transfer, Debit card, MasterCard, and Visa.

The Burn reserves the right to take payment authorisation from a guest for any accommodation or incidental charges, unless all charges are to be settled on account.

The full cost for your stay must be paid in full, minus the deposit amount, no later than 48 hours before your arrival date. Any additional costs should be settled before your departure date.

Currency: All transactions are processed in Pounds Sterling.

Dogs

Policy: We welcome one well-behaved dog in each of our self-catering properties and ask that owners keep them off the furniture and clear up mess on walks on the estate. We make a small charge of £20 per dog per stay. We are not able to welcome dogs or other pets in the Mansion House.

Pricing and availability

Accuracy: While we strive to provide accurate pricing and availability information, errors may occur. The Burn reserves the right to correct any errors.

Taxes and fees: Additional taxes and fees may apply. These will be clearly stated during the booking process.

VAT

All guest rooms are quoted inclusive of appropriate national taxes unless expressly stated otherwise. Please note that rates of tax are subject to change and the guest will be responsible for payment of taxes applicable at the time of the stay (as well as any rate increases resulting from tax increases).

Extras

The guest shall pay The Burn for any food, beverages and other services not expressly set out in the booking confirmation.

Check in / out

For both the Mansion House and our self-catering accommodation we have a minimum stay policy of two nights, which is a 48-hour period from check-in to check out.

For our self-catering accommodation the standard check in time is set from 4pm onwards. Check out is 10am at the latest.

Check in times for the Mansion House accommodation will vary and be agreed in advance. All guests at the Mansion House must check out of their rooms by 10am at the latest and we request they do not return to their rooms after this time, to enable Housekeeping to make up rooms for incoming guests. All belongings can be left in the Entrance Hall until the time of departure.

On the day of departure all self-catering guests are required to vacate their rooms by 10am. Late check out after this time can be requested subject to availability and will be charged at an hourly rate at the discretion of The Burn.

Rooms are subject to maximum occupancy rules set by The Burn.

Group bookings

The Burn's Mansion House has a minimum group number of 25 guests. Groups of less than 25 guests will be charged at the minimum rate of 25 x the daily full board rate.

Fishing

Any guest wishing to fish the River North Esk on The Burn estate must do so by paying the required fee, through FishPal and obtaining The Burn Fishing Permit and be bound by the terms and conditions stated therein. The Burn operates a conservation policy for fishing and spinning is not permitted on any part of the river and we operate a strict catch and release policy. Catch Return forms and permits can be picked up from The Burn office, once you have booked your rod through FishPal. All visitors fishing the River North Esk do so at their own risk. All those wishing to fish will need to bring their own equipment. Please see [FishPal - Scotland - Esks - The Burn](#)

Code of Conduct

The Burn operates a strict Code of Conduct. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of The Burn's Mansion House, or cause offence to other guests or team members of The Burn.

Any breach of this policy – in the reasonable opinion of the Company – may result in the guest being refused accommodation in the future or being asked to leave The Burn Mansion with immediate effect. Where this is the case, The Burn shall have no obligation to refund the guest, Agent or Organiser for any aspect of the accommodation, other services or losses or expenses incurred.

Any violation of the Company's no smoking policy will result in a fine equal to £100.00 and may lead to the immediate expulsion of any guest from the premises and will be considered a breach of policy.

Privacy

Personal Information: Your privacy is important to us. Refer to our Privacy Policy for information on how we collect, use, and protect your personal information.

Liability

Although every effort is taken to ensure the accuracy of the information contained within the pages of The Burn website we cannot guarantee that the content of the website will always be current, accurate or complete.

Whilst The Burn shall use reasonable endeavours to ensure that this website is normally available 24 hours a day, it will not be liable if for any reason the site is unavailable at any time or for any period. Access to this site may be suspended temporarily and without notice in circumstances of system failure, maintenance or repair or for reasons beyond the control of The Burn.

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The Burn reserves the right to remove, vary or amend any of the content of its website at any time and without prior notice.

The Burn is not responsible for the content or operation of external websites. References and links to any such sites shall not be taken as an endorsement by The Burn of opinions expressed or services provided at those sites.

The Burn reserves the right to change these terms and conditions at any time at its sole discretion.

Governing law

Jurisdiction: These Terms and Conditions are governed by the laws of the United Kingdom jurisdiction. Any disputes arising from the use of our services will be subject to the exclusive jurisdiction of the courts in the United Kingdom.

Changes to Terms

Modification: We reserve the right to update or modify these Terms and Conditions at any time without prior notice. Users are encouraged to review this page regularly.

By using our booking engine, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

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