

## **Direct Booking Terms and Conditions**

**Deposit :** A deposit equal to the first nights stay is payable at least seven days before arrival. The full balance is due at check in. Payment may be made in cash or by debit/credit card.

**Cancellation Policy :** If a booking is cancelled more than seven days before the day of arrival, the deposit will be returned in full.

If the booking is cancelled seven days or less from the day of arrival, the deposit will be forfeited and will not be returned.

If a booking is cancelled 48 hours or less before the time for arrival, you become liable for the balance of the room charge for the full period booked, if the room is not re-let.

**Arrival/Departure :** Rooms are available from 1:00pm. If you will be arriving later than 9pm, please notify us on 01304 611188.

All rooms must be vacated by 11.00am.

**Pets :** We regret that we are unable to accept pets. \*Exception - Assistance dogs are permitted by prior arrangement at time of booking.

**Children :** All children remain the responsibility of their parent/guardian at all times. Children under the age of 16 years are not permitted to occupy a room without an adult.

**Liability :** The management will not accept responsibility for any valuables lost or mislaid. We accept no responsibility for electrical items brought onto, or used in, the premises.

**Prices :** All prices include VAT and breakfast unless stated otherwise.

**Complaints Procedure :** Please speak to a member of staff if you have any questions or concerns. If they are unable to help they will direct you to the Landlady.

**Safety & Security :** Any guest behaving in an inappropriate or threatening manner will be asked to leave the premises immediately.

**Disclaimer :** All rooms are subject to availability.