



Terms & Conditions

By placing a booking with us (the property owner/his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out & during your stay you agree to abide by the conditions as set-out below. If you have any questions about booking with us, please contact us before making a booking.

Booking Process

To place a booking with us the lead guest must be at least 18 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and any damages occurring. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require either full payment at the time of booking (Non Flexible Rate) or valid credit/debit card details to assign to the booking (Flexible Rate).

Payments can be made via the online booking process or over the phone if booking direct. Any charges raised against us by our banks for handling dishonoured cheque's, bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other residents & neighbours of the premises. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests or neighbours.

Check-in/Check-out & Breakfast

Guests must check-in and check-out by the times stated below;

- Check-in between: 3:00pm - 10:30pm on day of arrival
- Check-out by: 11:00am on day of departure

Breakfast is served between 8:00am – 10:00am

Cancellation & Non-Arrival Conditions

Guests who need to cancel a booking should contact us as soon as possible.

When booking a 'Non Flexible Room Rate' your booking is non-refundable and can't be cancelled.

When booking a 'Flexible rate' cancellation or amendment of the booking may be made up to 48 hours prior to 3pm on the day you are due to arrive.

Non-arrival guests who are unable to attend or fail to attend for whatever reason forfeit any deposit paid and will be charged the full amount of the booking.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.



WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video/music/media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads/uploads. Access to illegal activity, or use of our network for illegal activity, is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages should be reported as soon as possible in order to minimise damage and associated costs. Lost keys/fobs incur a replacement charge per key/fob.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

There is a strict NO SMOKING policy throughout the guest accommodation.

Pets & Service Dogs

We accept well behaved dogs for the additional fee of £5 per night.

Parking

Where on-site parking is provided guests accept that they park their vehicles at their own risk.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.