

## **GUEST HOUSE TERMS AND CONDITIONS OF BOOKING**

### **1. Deposit**

A non-refundable deposit equal to the cost of the first night's accommodation may be required to secure a booking. If we do not ask you to pay a deposit at the time of booking we will still ask you to provide credit/debit card details in case of late cancellation (see item 3 below).

### **2. Payment**

We accept payment by debit/credit card, cheque or cash, although credit card payments attract a surcharge of 2% of the value of the transaction.

### **3. Cancellation Policy**

If a booking is cancelled more than 14 days before the date of arrival then no further sum shall be due but any deposit already paid will not be refunded. If a booking is cancelled less than 14 days before the date of arrival then the full amount shown as the balance on the booking confirmation shall be payable. If we re-let a cancelled room for the entire period of the cancelled booking and on the same terms then we will refund any sums paid under the above provisions less our administration charge of £15.

### **4. Changes to Booking**

If part of a booking is cancelled, whether before or after arrival, then payment for the cancelled part shall immediately become due. If we re-let a cancelled room for the entire period of the cancellation and on the same terms then we will refund any sums paid under this provision less our administration charge of £15.

### **5. Non availability**

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible or was unacceptable to you then we would refund all monies paid by you to us but not including any booking fee, commission or deposit paid by you to a third party. Our liability would not extend beyond this refund.

### **6. Arrival and departure**

Your accommodation will be available from 4pm on the day of arrival and must be taken up by no later than 8pm unless otherwise arranged and confirmed in writing on the booking confirmation. If you have not arrived by 8pm then, unless we have agreed a later arrival time, this will be deemed to be a cancellation and the cancellation provisions above shall apply. Please be ready to leave your accommodation by 10.30am on the day of departure.

### **7. Smoking**

Bramwood is a no smoking guest house with no facilities for smokers and smoking is not permitted on any part of the Bramwood premises including the garden and car park.

### **8. Damage to Premises**

If we have to take a room out of use as a result of damage caused by you or any member of your party then we reserve the right to charge a sum equivalent to the cost of a one night booking whilst the room is restored to a condition in which it can be let. Damage in this context includes smoking in the room.

### **9. Car parking**

There is a car parking area shared with Bramwood Cottages. Whilst it is normally possible to accommodate all cars it should be understood that parking is subject to availability and at guests' risk. Only one car per room is permitted unless otherwise agreed in writing with us. Please park carefully and with consideration for other guests.

### **10. Children**

We do not accept children under the age of 5 years

### **11. Pets**

We do not accept pets on any part of the Bramwood premises including the gardens and car park

### **12. Individual requirements**

If you or any member of your party has any specific requirement of the guest house facilities, or any disability, please inform us at the time of booking, or as soon as possible thereafter, so that we may discuss any individual requirements.