

Holly-Wood Guest House

Booking Terms and Conditions

The following terms and conditions apply to your booking; they form the terms of a legally binding contract between us and you. Booking with us means full acceptance of these Terms and Conditions.

Price

The price payable includes accommodation and breakfast for the number of nights stated on your booking.

Deposit

A 25% non-refundable deposit is required at the time of booking, to be paid by credit or debit card.

If you book 7 days or less before arrival you will be required to pay the full amount due for the whole of your stay.

Confirmation of Booking

Your booking will be completed when we acknowledge receipt of your booking request and deposit. Prior to that the booking will only be regarded as provisional.

Payment

We accept payment by credit and debit card. Please note that payment by credit card may attract a surcharge.

Payments in cash are also accepted. No Payments will be accepted by cheque.

Payment for any outstanding balance for the cost of your stay will be required on departure. Any extra's incurred will also be payable on departure. If not already done so you will be required to supply card details which will be taken as authorisation for payment in the event of:-

- Chargeable breakages / damage

- Breach of non-smoking or pet policy.
- Any extra's incurred.

Cancellation Policy

If you cancel more than 7 days before arrival you will lose your deposit, but will not be charged for the remainder of your booking.

If you cancel 7 days or less before arrival, or fail to check in ("No Show"), or leave before your due departure date, we reserve the right to charge you the full balance due for the whole of your booking, less any costs not incurred by us as a result of your cancellation.

Cancellations must be made or confirmed in writing.

It is recommended that you take out travel insurance which provides for cancellation cover.

In the unlikely event that we are forced to cancel your booking we will attempt to offer you equivalent accommodation. If suitable accommodation is not available then we will refund all monies already paid by you and confirm that you will not be liable for any further payments to us. The limit of our liability to you arising from our breach of contract will be to a maximum of twice the cost of your booking in any circumstances where you are legally entitled to compensation.

Arrival and Departure

You will be able to check in between the hours of 4.00pm and 8.00pm. Please ring in advance to arrange your arrival time if not already arranged. Arrivals prior to and after the above times are by prior agreement only.

You are required to leave by 10.30am on the day of departure. If you fail to do so, we reserve the right to charge for an additional night's stay.

Damage and Breakage

We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider was deliberate, negligent or recklessly caused. You will be notified in writing as soon as is reasonably practicable, if the damage is discovered after your

departure. We reserve the right to charge further sums in we are unable to re-let the room as a consequence of the damage.

Smoking Policy

We are a No Smoking Establishment. A £50.00 fine will be levied if we find that guests have been smoking in the room, and then we reserve the right to ask you to leave immediately. You will remain liable for the whole of the cost of your stay, if we are unable to re-let the room for 24 Hrs whilst it is fully aired. You will be notified in writing as soon as is reasonably practicable if evidence of smoking is discovered after you depart.

Pets

Sorry we do not accept pets.

Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of you party) whilst on our premises unless caused by the negligence of us or our employees.

Data

Any data collected as a result of your booking will be stored in accordance with the provisions of current Data Protection Legislation.

Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.