

## **TERMS AND CONDITIONS**

### **Reservations and Cancellations Policy**

- Your reservation is made with Richard and Gill Grant trading as Stratton Gardens Guesthouse ('the guesthouse') and represents a legally binding contract between you and the guesthouse.
- We require a deposit of 30% of the total value of the booking in advance in order to secure the room(s).
- The deposit is refundable only if cancelled more than 14 days before the commencement of the booking.
- If you cancel within 7 days of the commencement of the booking you are liable for the total cost of the booking.
- In the event of a no show, or if your stay is curtailed, we will charge the full amount outstanding.
- Non arrival by the end of stated check-in time without prior arrangement may be considered a no show.
- We reserve the right to amend, curtail or terminate any contract should the conduct of any person cause any detriment to the well-being of other guests or to the business reputation of the guesthouse.

### **Group Bookings**

- We do not accept group bookings. Any bookings of more than two rooms online will not be confirmed by us and we reserve the right to cancel these reservations.

### **Payment of Accounts**

- We ask that all accounts are settled before checking out. Payment can be made by cash or debit/credit card (please note we are unable to accept American Express or Diners cards).
- Cheques are not accepted.

### **Children and animals**

- We regret we do not have facilities to cater for children, and therefore have a minimum age requirement of 16 years. We reserve the right to refuse or cancel any reservations made for children under 16. If you arrive with a child we will make every effort to book you in elsewhere, but you will be liable for the full cost of the booking.
- We regret we are unable to accommodate pets with the exception of registered assistance dogs. If you arrive with a pet we will make every effort to book you in elsewhere, but you will be liable for the full cost of the booking.

## **Non-Availability of Accommodation**

- We would only cancel your reservation if the accommodation was unavailable for reasons beyond our control. We would, however, make every effort to find you alternative accommodation. If this was unacceptable to you or if we are unsuccessful in finding an alternative, then all monies paid by you in respect of the reservation will be refunded in full. Our liability would not extend beyond this refund.

## **Arrival and departure**

- Rooms are available from 4 pm on the day of arrival. Check-in is available between 4 and 6pm; arrival outside these times is by prior arrangement only (at least 24 hours' notice).
- Check out time is 10.30 on the day of departure. A later checkout may be possible if the room is not required; please ask prior to the departure day.

## **Car Parking**

- We have a private car park for residents use adjacent to the house. Cars are parked at owners' risk. Stratton Gardens cannot accept any liability for vehicle damage or theft.

## **Damage to property**

- Guests causing damage to guesthouse property (including accidental damage) will be charged for its replacement or repair. The person making the booking will be held liable, and we reserve the right to charge the credit or debit card used to make the booking.

## **Smoking**

- Stratton Gardens is completely non-smoking. This includes e-cigarettes. Smoking or vaping is not permitted anywhere inside the house or in the gardens near to the house. If you are found to be smoking in your room we reserve the right to charge a deep cleaning fee of £50.

## **WiFi**

- WiFi is provided free of charge, but subject to separate terms and conditions, copies of which can be found in the guest information folder in all bedrooms. Use of the WiFi implies acceptance of these terms and conditions.