

## Policies

### Children Policy

Children welcome, we have highchair and other equipment please ask at the time of booking.

## Booking Terms

These Booking Terms apply to Grace Gardens Guest House and the person or legal entity making the booking. These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

### Bookings

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have received Deposit payment of the total price quoted from you.

You must be able to enter into a legally binding contract and be over 18yrs to make a Booking.

Bookings deposits must be paid for using acceptable and valid credit or debit card, the remainder of the balance is due on arrival and can be paid by cash, cheque, and credit or debit card. (Please note a 2% admin charge for credit card payments and 3% for American express will be added.) No charge for debit card.

### Prices

All published rates include VAT where applicable (and local taxes) at the current rate.

Rates are per person per night. If a supplement applies this will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during Your stay (unless otherwise stated).

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change.

### Arrival and departure

Check-in is from 16.00 – 22.00 Check-in times outside of those specified must be confirmed with Us prior to arrival. Check-out is at 10.30.

### Cancel or Curtail Your Holiday

Where more than 56 days notice of cancellation, before date of departure, you're Deposit only is due.

55 to 14 days notice of cancellation before date of departure, 45% of the total Booking price is due.

13 to 1 day(s) notice of cancellation before date of departure, 65% of the total Booking price is due.

If while taking your holiday you vacate earlier than the booked agreement then full balance is due. In your best interests we therefore strongly advise you to take out Holiday and Cancelled Booking Insurance to safeguard your holiday.

When we confirm your reservation we will also enclose a Holidayplan form, offering comprehensive cover at a very reasonable cost, for holiday cancellation protection in the event that you are forced to cancel or curtail your holiday for reasons beyond your control. For peace of mind, simply complete the Holidayplan form, and return it to Travellers Protection Services Ltd. with the appropriate insurance premium per person.

To make a cancellation You must call us on 01929 422502. And quote Your reservation name and check-in date and have details of Your credit or debit card available.

### Conditions of stay

We have some standard rules that are designed to ensure that we comply with regulation relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of stay please contact us.

We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

### Liability

Other than for death or personal injury caused by Our negligence or misrepresentation, Our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control.

You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss.

### Data protection

We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information.

### Conditions

We accept assistance dogs with prior knowledge. Please advise arrival time so that we can ensure that we will be here when you arrive. Check in is between 4.00pm and 10.00pm (unless by prior arrangement). Check out is by 10.30am. We offer a range of options on our breakfast menu but if you have any special requirements I will make every effort to supply them, if you let us know in advance of your arrival. Please note that breakfast is normally served between 8.30am and 9am (8am and 9am in July & Aug.). A non-refundable deposit is required when making the booking with balance due on arrival.

### Accessibility information

Number of Floors; 2

### Support for the Mobility Impaired

We have handrails going up the stairs and a ground floor room.

### Support for the Visually Impaired

All our literature can be supplied in large print.

### Support for the Hearing Impaired

None

Our full Access statement is available on our website or by request we can send you a copy to you.