

## Policies

### *Children Policy*

Children welcome

## Booking Terms

### Bookings

A 'booking' means any order for our products or services on this site that is accepted by us.

Acceptance will be made by us (and a contract concluded) when we have received full payment from you.

There is no agent involved in this booking process; the contract is concluded between you as the Customer and us as the Business.

### Refunds & Cancellations

For cancellations made outside of 48 hours, a full refund will be made.

For cancellations made within 48 hours, no refund will be made.

To make a cancellation, you will be required to call us on 01935 427252. Please ensure you have your credit/debit card details handy in order that we can arrange for the refund (where applicable) to be made.

### Payment

Full payment for all bookings is required at the time of booking.

### Queries and Complaints

If you have any queries or complaints in relation to the booking process, or our business, please contact us directly on 01935 427252.

## Conditions

We have a no smoking policy throughout the building. Guests are permitted to smoke outside in the garden. Well behaved Pets are welcome for a one off charge of £5.00, but you will need to bring their own bedding and food and agree to make good or compensate us for any damage or specialist cleaning required as a result. Check-in times are from 16.00 to 22.00, Check out by 11a.m.unless by prior arrangement. Room rate includes a full English or Continental breakfast which is served between 0730 and 0930 every morning (except Christmas Day), unless by prior arrangement.

### **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 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.

### **Availability**

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation.

## Accessibility information

Number Of Floors: 2