

## Terms & Conditions

***We welcome you to the Barn and the Courtyard Cottage at Pensham Hill House. Please be aware that when you make your booking you are entering into a legal and binding agreement with us. Please read our terms and conditions of booking:***

### **Arrival and Departure:**

Check in is available from 4PM to 8PM (16.00 to 20.00) on the day of arrival. To check in outside those hours must be agreed and confirmed with us prior to arrival.

We ask you to vacate your room on the day of departure by 10.30 am (10.30).

### **Reservations:**

To confirm a reservation, we may ask you for payment by cheque or postal order of £50 (we do not accept credit cards). We will then send confirmation once the money is cleared.

### **Cancellations of bookings made:**

We are a small business, so cancellations can have financial implications on us, especially if we have refused other potential guests and bookings. We do appreciate that there are occasions when unforeseen circumstances intervene and we will try and be as sympathetic and accommodating as we can in such cases.

In the event of cancellation up to seven days prior to the scheduled date of arrival, no charge will be made. If a cancellation is made less than seven days of arrival a cancellation charge equivalent to the room(s) single night rate will be made.

Guests failing to arrive without notification will be responsible to a charge equivalent to the total reservation price.

All bookings are taken in good faith. Any bookings made with us, whether verbal or in writing, constitutes a legally binding contract. We advise all guests to take out suitable insurance cover to guard against unexpected costs such as cancellation fees. We do reserve the right to pursue and recover any outstanding debts.

### **Cancellation by us:**

In the rare occasions when it is necessary for us to cancel a booking, we will contact you as soon as practically possible. Any pre payments made will be refunded in full. Should you wish, we will use all reasonable endeavours to book you into another local bed and breakfast. Should that establishment be more expensive than us, we will pay the difference for the first night of your stay. Our liability will not extend beyond these terms.

**Car Parking:**

Extensive off street car parking is available. Please note that all cars parked are at the owners' risk.

**Change of room:**

If a booking is taken for a specific room and the room reserved is required to meet a specific guest's needs or rendered unusable because of circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

**Damage and breakages:**

Please take care of our property and its contents. You are responsible and liable for any breakages or damage causes to the accommodation or its contents. Please be sure to report these as soon as they occur especially if you accidentally spill something as it is much easier to take remedial action sooner rather than later. We reserve the right to charge for breakages and damage howsoever caused.

**Data:**

Some of the data gathered during the course of a booking may be held on computer. We intend to hold such data for marketing and other purposes .If you prefer for us not to do so please let us know.

**Keys:**

Access to the Barn and the Courtyard Cottage is available 24 hours a day throughout your stay using a set of keys given to you on arrival. You will have full responsibility of those keys for the duration of your stay. Lost keys will be charges at £20 per set.

**Liability:**

We do not accept any liability for any damage ,loss or injury to any guest or member of his/her party or persons invited by a guest to the Barn and/or the Courtyard Cottage, unless proven to be caused by our negligence or by our employees whilst acting in the ordinary course of their employment.

**Lost Property:**

We are prepared to return items that have been left behind following departure at a minimum charge of £10 to cover postage and packing.

**Payment:**

Payment is due on the morning of departure. Please note we not accept credit cards and payment is to be by cash and cheque.

**Prices:**

We reserve the right to change our prices at any time. This does not affect bookings already made.

**Smoking:**

Smoking (including vaping) is not permitted within any part of the Barn and the Courtyard Cottage. Please note that offending guests may be asked to leave immediately and may be charged for the professional cleaning of any rooms affected and any outstanding balance of nights booked but not taken through early departure will be forfeited.

**Termination Policy:**

We reserve the right, entirely at our discretion, to terminate without noticed an individuals' stay where deemed necessary through unacceptable behaviour or as a result of actions that are likely to cause offence or endanger others. In such circumstances any outstanding accounts must be settled forthwith and no refunds will be made.

**VAT:**

All published rates are deemed to inclusive of VAT at the current rate.

**WI-FI access:**

By using our WI-FI service and the password given, you automatically agree to the terms and conditions of use in force at the time.

**Amendment of Terms & Conditions:**

We reserve the right to amend these terms and conditions at any time.

**Intellectual Property Rights:**

You acknowledge and agree that all intellectual property rights (including but not limited to copyrights (including rights to software), trademarks, database rights, patents and inventions) in and relating to the service and provision by us are owned by us and our licensors or contractors. Nothing in this agreement operates to transfer any such intellectual property rights to you.

**Assignment:**

We reserve the right to assign or subcontract any of our rights and obligations under this agreement without notice to you.

**Laws of England & Wales:**

These terms and conditions and the agreement to which they refer are governed by and interpreted by the law of England and Wales and the parties agree to submit to the non-exclusive jurisdiction of the English Courts.