

# MYLNE BRIDGE HOUSE GUEST HOUSE

## Terms and conditions

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Any reservation in writing or otherwise is a contract between the owners of Mylne Bridge House and the person who is making the booking and is subject to these terms and conditions. It is possible that data may be gathered and held on computer files.

### AVAILABILITY

Any published availability is for guidance only. We reserve the right not to accept any booking for any reason other than our legal obligations.

We do not accommodate children under 5 years of age. We do not accept group bookings other than by prior arrangement. Our family rooms are bookable for families with children only, other than by prior arrangement.

Short-term reservations at peak periods, public holidays, single night reservations and single occupancy of double rooms are only available and charged at our discretion by prior arrangement.

### BOOKINGS

Either the whole cost of the reservation must be paid in advance a minimum of two weeks in advance OR details of your credit or debit card must be made available at the time of booking. We do not make a charge against your card immediately. We check the validity of the card and hold the details as a guarantee against default of the booking. The card must be valid for the date and duration of the reservation. You are welcome to pay the bill due on departure using other means. If you make a booking on behalf of a third party you automatically assume responsibility for their reservation relative to all our terms and conditions.

### TARIFF

Any advertised, displayed or quoted prices are for bed and breakfast inclusive per person per night and assume full room occupancy. We do not make any refund for the offer of breakfast not taken up, and do not offer room only accommodation other than by arrangement.

### PAYMENT

Payment is due on departure we accept the following forms of payment: Cash, credit and debit cards (subject to chip and pin processing) and cheques only by arrangement. We reserve the right to insist on payment in cash (sterling only).

### CANCELLATION

Once you have made your reservation, our agreement is a legal contract. Your card details are used to guarantee your reservation. If you need to cancel your booking for any reason contact us as soon as possible. In the event that you do cancel or do not arrive on the day, you may be charged for at least the first

nights charge, any other charges would be relevant to us re-letting the room(s). In the event you cut short your stay you may be charged for any losses incurred by the owners.

## **NON-AVAILABILITY**

We reserve the right to substitute a particular room that has been booked for one at the same or a more expensive tariff without cost reduction, surcharge or compensation. In this event we would try to inform the customer of the substitution although this may not be possible at short notice. We would only cancel your booking if the accommodation became unavailable for reasons beyond our control or if it became apparent that your booking did not comply with our reservations procedures and or terms and conditions. We would offer to help find alternative accommodation. No charges would be made. Our liability does not extend beyond this.

We have a private car park; we make no charge for this facility separately or inclusively within our tariff. We normally have space to enable the parking of one family car sized vehicle per letting room. Larger vehicles may be excluded. Very occasionally space may not be available due to circumstances beyond our control. We make no charge separately or inclusively within our tariff for Wi-Fi facilities. Wi-Fi and Internet connection is not guaranteed.

## **ARRIVAL**

You must arrive between 1000hrs. and 1930 hrs. other than by prior arrangement. You may arrive at any time within that period however we insist that you contact us by telephone or email to inform us of your anticipated arrival time at least 24hrs. in advance, and also inform us if you are delayed on the day of arrival.

## **DEPARTURE**

You must leave your accommodation by 1000hrs on the day of departure. Your accommodation must be paid for before leaving the premises and any vehicle(s) removed from the car park other than by prior arrangement.

## **DAMAGES AND BREAKAGES**

You are responsible for any breakage or damage that you may cause to the accommodation or its contents. You must report any damage or breakage however caused. We do not normally charge for minor breakages; however we will charge you for damage, repairs, replacements and consequential losses if the damage or breakage is significant. Smoking in our rooms is against the law and we automatically make a charge of a minimum of £100.00 for this and the consumption of take-away food in our rooms.

## **LIABILITY**

We do not accept any liability for any damage, loss or injury to any member of your party or third party or their possessions or vehicles while on the premises unless proven to be as a result of negligent actions by the owners, employees or contractors whilst acting in the course of their employment.