

# Warren House B&B Terms & Conditions

Thank you for choosing Warren House B&B for your stay in Dorset. We have based our booking terms and conditions on Visit Britain's recommendations for small Bed & Breakfasts and by making a booking to stay with us, you are entering a legal contract that is subject to these terms and conditions:-

**Prices** – Our prices indicated on our website or otherwise are for the room(s) and include breakfast(s).

**Restrictions** – **Warren House** is strictly non smoking. We do not allow pets. Being an old 17<sup>th</sup> property, Warren House is not suitable for wheelchair users.

**Making a Booking** - Minimum stay is two nights. To secure a stay with us, a deposit is required, as per our website to be paid by credit/debit card.

**Special Requirements** - If you or any member of your party has any special requirements, please let us know at the time of making the booking. A copy of our 'access statement' is available upon request.

**Cancellation** - If the booking is cancelled less than 24 days before arrival then a equal of £50% of the stay will be made. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

**Curtailement** - If you curtail your booking in advance of, or during your stay, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, then you will still be liable for the remaining outstanding balance. If we are able to re-let the room for part of your remaining booking, then you will only be liable for any days that the room is not re-let.

**Non-Arrivals** - Should you fail to arrive and take up your booking without letting us know, a charge will be made against your credit/debit card for the full outstanding balance.

**Third Party Bookings** - If the person making the booking is different to the person taking up the occupation, the person who makes the booking may be held responsible for cancellation, curtailment or non arrival fees as well as damage or loss, and appropriate charges will be taken from their credit/debit card.

**Postponements** – If you need to postpone your booking, please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, we will be happy to transfer your deposit to a new booking or refund your deposit, less a £10 administration fee. If we cannot re-let the room, the deposit will not be refunded and you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let.

**Holiday Cancellation Insurance** – To cover any costs caused by you having to cancel, curtail or postpone, we recommend you taking out appropriate cancellation insurance.

**Non-availability of Accommodation** - We would only cancel your booking if your room was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

**Arrival** - Your room will be available to you for check-in between 4.30pm to 6.30pm on the day of arrival, unless otherwise arranged. **Please ensure you contact us as soon as possible to let us know if you will be arriving after 6.30pm.** We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing rooms or out buying supplies. However, if you do arrive earlier, you are welcome to park in our car park. Facilities, including toilets can be found in Seatown, which is a 2 minute drive, turning right out of our driveway, left at the church and right into Duck Street signposted Seatown. Please note that one car parking space per room booked is provided. If you have more than one vehicle, there is some street parking on North Road. Left out of the car park.

**Departure** - On the day of departure, we kindly request that you vacate your room by 10.30am to allow us time to prepare the room for our next guests. The balance amount of your booking is payable on departure by credit/debit card, cash or cheque. Receipts are available on request.

**During your stay** - Our aim is to offer all our guests a relaxing and tranquil stay and we kindly ask guests to respect other guests' quiet enjoyment and relaxation.

We carry out our housekeeping between 11am and 2pm each day and will require access to your room during these 3 hours. If you are not planning on being out during these hours, please let us know.

Guests are not permitted to have visitors to their rooms without our prior agreement.

Accidents happen - please let us know immediately of any damage or spillage so that we can attempt a speedy repair or clean. Spillages are more easily rectified the sooner they are dealt with. Any significant breakage or damage may result in a charge for replacement, repair or specialist cleaning. If the damage means the room cannot be made available in good time for the next arriving guests, you may also be liable for loss of income.

We appreciate muddy shoes/boots and wet clothing being left in the entrance. We can hang wet coats/clothes in the laundry cupboard for drying purposes.

Any item taken from the rooms without our consent will be charged for. Lost keys will incur a £50 charge.

**Liability** - We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves.

**Privacy Policy** - Any data collected during the course of this booking will be stored on our

computer(s) and/or booking diary. From time to time we may contact you by email about promotions and offers, unless you specifically tell us not to. Your details will only be used by Warren House B&B and we will not share them with any third party.

Thank you for your co-operation. We look forward to welcoming you and hope you will have a relaxing and enjoyable stay with us