

## Denehurst Guest House Windermere

### Terms & Conditions

#### Booking

Should you decide to book with us here at Denehurst Guest House. We look forward to welcoming you. When you make a booking you are entering an agreement with us. Please read our terms and conditions of booking below

The price includes accommodation and of course breakfast from our full breakfast menu. We accept the following forms of payment:

Cash, cheque with bankers card, debit cards, credit cards

If you choose to pay by Credit Card we will charge a 2.5% fee on the amount.

This is due to transaction charges beyond our control.

In order to reserve a room we would require a £50 deposit. The easiest way to do this is for you to provide us with your credit or debit card details

We would require a card number, expiry date, 3 digit security number and the full postal address of the card holder. If you prefer, you can book on line from our website where there is a secure section for card details. The balance will be due on departure.

Once we have this information, we will confirm your booking via e-mail.

Please note that normally we only take a minimum of 2 night stays at weekends and 3 night minimum stays at Bank Holidays. However, where we have a vacancy window created by a Saturday check out for example, we would consider a 1 night stay, so please feel free to contact us to check availability.

As we do not have any single rooms, we do charge £15 per night single occupancy of a double room fee on top of the room rate

We do not accept bookings of large parties without prior arrangement.

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately.

Pets are not permitted.

#### Our Cancellation Policy

In the unlikely event of you cancelling your booking with us, the following charges will apply:

- Should you cancel your booking 7 days or less before your arrival date, you are still liable to pay for the room in full, regardless of the reason for cancelling.
- Should you not show at all or curtail your stay the full amount of the booking will be charged.
- Charges will apply unless we can relet the room.

It is always advisable to arrange travel insurance

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

### Arrival & Departure

Where possible, we do like guests to arrive before 12 noon or anytime after 4pm giving us a window to shop etc. Should you arrive within this window, please give us a call first and if we are in the house you will be welcome to check in. Please note that if you arrive before 12 noon, there is a chance your room may not be quite ready but you are welcome to leave your luggage and take your keys. Regardless, an estimated time of arrival would be appreciated. If you are travelling by public transport, then please contact us about arrival times

Please be ready to leave your accommodation by 10am on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

### Breakages & Damages

Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge if you did not report this.

### Smoking

Denehurst is completely NON SMOKING and as of 2007, it is against the law to smoke in the house

Anyone found smoking anywhere in the house will be asked to leave immediately

If guests insist on smoking in the house, please note that we reserve the right to make a charge of up to £100. This is to cover the cost of deep cleaning and the possibility of being unable to let the room the following day.

### 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 or our employees or contractors whilst acting in the course of employment.

