

## Terms & Conditions

### Confirmation of Bookings

20% deposit secures a booking. All published rates include VAT where applicable (and local taxes) at the current rate. The accommodation retains the right to change room specification to the same or higher standard.

### Arrival and departure

Our check in is from 14:00 to 22:00. Check in times outside of those specified but must be confirmed with the Accommodation prior to arrival. Check out is at 10:30.

### Cancellations, amendments and non-arrivals

In the rare case that the Accommodation has to cancel a booking guests will be offered a full refund of what has been paid. In the case of an act of God (strike, war, etc), the Accommodation will do its utmost to find an alternative accommodation in another accommodation but will not be held responsible if this is not possible.

If the client cancels or changes the booked stay more than 6 months due to arrival they will receive a full refund of any amount paid.

If the client cancels or changes the booked stay within 6 months, but before 48hrs before they are due to arrive they will lose the 20% deposit. Any amount paid in addition to the deposit (excluding ferry costs) will be refunded.

If the client cancels or changes the booked stay within 48hrs or partway through the stay they will be liable for the total cost of the booked stay.

If the client books half board they will be charged for half board whether they eat in the hotel restaurant or not.

During their stay guests who book bed and breakfast may upgrade to half board on any particular night or nights providing they give adequate notice to the hotel staff of more than 2 hours. They will be charged £15 per adult, £7.50 per child.

Any amounts taken for ferry bookings are non-refundable.

### Children

Children under the age of 16 years must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the Accommodation.

### Disabled guest rooms

As needs do vary, guests are requested to check with the Accommodation.

### Dogs and other pets

Pets are accepted at the management's discretion for an additional £3 per pet per day. By prior arrangement only.

### Smoking

Smoking is prohibited in the hotel. The Accommodation reserves the right to terminate the booking in the event of failure or suspicion of failure to comply with this request without being liable for any refund or compensation.

### Behaviour

The Accommodation reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Accommodation. In the event of failure to comply with management requests, the Accommodation may terminate the booking or stop any event immediately without being liable for any refund or compensation.

### Discrimination

It is the policy of the Accommodation not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin, sexual orientation or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Accommodation may, without incurring any liability to the Client, remove from the Accommodation any person or persons offending against this policy.

### External purchases

No wines, spirits, beers or food may be brought into the Accommodation or Accommodation grounds by Clients, their guests or representatives for consumption or sale on the premises without the express written consent of the Accommodation and for which a charge may be made by the Accommodation.

### Comments and complaints

Any comment or complaint regarding the stay should be made in writing within 30 days to the accommodation.

### Statutory requirements

The Accommodation is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

### Liability

Other than for death or personal injury caused by the negligence of the Accommodation, the Accommodation's liability to the Client is limited to the price of the booking. Unless the Accommodation is liable under the above clause, the Client indemnifies the Accommodation from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client. The Accommodation will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. The Accommodation does not accept responsibility whatsoever for damage to, or theft from, or theft of, vehicles parked on the Accommodation premises. Clients are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Clients, their guests or sub-contractors and will pay to the Accommodation on demand the amount required to make good or remedy any such damage.

### Data protection

The information provided by the Client may be processed by the accommodation for the purposes it has notified to the Information Commissioner. By confirming the booking, the Client consents to this processing of the information.