

Booking Terms at Castle Green B&B

Bookings

A non-refundable deposit of £40 per room booked will be charged to the card number supplied to us via our secure online booking system at the time of booking.

Bookings are made and a contract comes into effect when your reservation is confirmed in writing by letter or by email, and the deposit is received by us.

The balance of the account should be paid on arrival.

You must be able to enter into a legally binding contract and be over 18 yrs old to make a Booking.

Prices

Rates are per room per night inclusive of breakfast, for the number of people agreed on the confirmation.

Rates do not include any other costs you may choose to incur during your stay.

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should you change the number of guests, dates or room nights, then the rates are subject to change.

Availability

In the rare case that due to unforeseen circumstances we cannot provide your requested rooms, you will be offered alternative accommodation.

Arrival and Departure

Check-in times are between 4 pm and 7 pm.

Alternative check-in times must be agreed with us prior to arrival.

Guests are advised to contact us by telephone on 01629 581349 Or 07584162988

Guests who do not arrive by 7 pm (unless otherwise agreed in advance) can be classed as a no-show refused admittance and charged the cost of a one night booking for each room booked.

For your convenience and by prior arrangement, luggage may be left with us outside the above times.

Check-out time is by 10:30 am.

Cancellations

Any Booking Deposit will be forfeit if you cancel your Booking.

Where a cancellation is received within 14 days of the scheduled date of arrival as printed on your booking confirmation, a charge equivalent to the cost of one night's accommodation for each room booked, less any deposit already paid, will be levied.

We would recommend that guests purchase suitable holiday / cancellation insurance particularly for winter bookings to cover for this eventuality as we cannot be held responsible for adverse weather conditions.

Amendments to Bookings

If you need to amend or cancel your Booking, please call us directly.

If you amend your Booking within 7 days of the date of arrival, and as a result cancel any room / night with less than 7 days' notice a charge equivalent to the cost of one night's accommodation per room will be levied.

Failure to Arrive

Any guest failing to take up a confirmed Booking (No show) will incur the cost of 1 night's stay per room booked.

Conditions:

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and well-being of our guests. If you would like to check our conditions of stay please contact us.

We reserve the right to terminate your Booking immediately without being liable for any refund or compensation where you engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

Liability:

Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.

You are responsible for any damage or loss caused to us or our property by your act, omission, default or neglect and you agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. Unless agreed we shall take the costs from the card details used to secure the booking.

Non-Smoking policy:

Due to legislation, smoking is not permitted anywhere in the building. Failure to observe this policy will result in the guest being asked to leave, being charged for the full booking and levied a £50 cleaning charge which may be debited from the credit or debit card used in the initial booking.

A smoking area is provided outside on the patio.

Group Bookings:

We reserve the right to refuse any 'same sex' group bookings, where it is found to be for 'stag' or 'hen' nights.

Car Parking:

Guests are welcome to use our large car park free of charge on the understanding that we management take no responsibility for any damage, loss or injury resulting from such use.

Environmental Policy:

We make every effort to ensure that our 'Carbon Footprint' is as small as possible.

To help achieve this we:

Recycle as much as possible of the waste we produce

Reduce water consumption by replacing en-suite baths with modern efficient showers and installing a dual flush system in each toilet cistern

Use energy efficient lighting

Have all triple glazed units fitted

Have all thermostatically controlled radiators

Source all produce locally to reduce 'food miles'.

We also ask guests to consider using towels more than once and to turn off lights when not in use.

Data protection:

We may process the information you provide to us for the purposes notified by us to the Information Commissioner. By making a Booking, you consent to this processing of information.

Children Policy:

Children are welcome but to ensure health safety and well-being they must be supervised at all times by a responsible adult.

Unfortunately none of our rooms are suitable for a baby's cots or children under 2 years other than the family room. The family room can accommodate a maximum of 2 adults and 2 children under 16 years using bunk beds.

We can provide a cot for use in the family room for a £10 supplement.

We regret that we can only accommodate a maximum of 2 children up to age 15 years using the bunk beds in the family suite.

Pets:

We are unable to accept any pets (except assistance dogs) within the property.