

# Booking Terms at Castle Green B&B

## 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.

## Cancellations

When booking a non-refundable deposit equivalent to the first night is taken for each room. If a booking is cancelled 15 days or more prior to arrival, no further money is due.

For cancellations within 14 days of the arrival date the full amount is payable.

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.

## Failure to Arrive

Any guest failing to take up a confirmed Booking (No show) will incur the full cost of the booking.

## 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) may be classed as a no-show refused admittance and charged the total cost of the booking for each room booked.

Check-out time is by 10:30 am.

## 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 £100 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.

## During your stay;

We want all guests to enjoy their stay with us at Castle Green. Please be aware of other guests and keep noise to an

acceptable level. 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.

#### **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 the management take no responsibility for any damage, loss or injury resulting from such use.

#### **WI-FI:**

All reasonable endeavours will be taken to ensure that you are provided with free, uninterrupted Wi-Fi service. We will not be liable however, if for any reason, the service is not available at any time, or for any loss of data or damage to equipment you suffer as a result of using the service. We may suspend access at any time and for any reason.

#### **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 babies or more than maximum of 2 persons.

**Pets:**

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