

# Booking Terms and Conditions

## **Making, and paying for, bookings**

When a booking is made we require a valid credit or debit card number to secure the room. If no card number is available we will require a deposit for 50% of the value of the booking for one night's stay or the cost of the first night for a booking of more than one night. Cheques, made payable to DW & JK Colton, should reach us at least two weeks before the date of the booking. We only accept bookings from adults, i.e. 18 or over. We accept payment by most major credit and debit cards and in cash or by cheque (made payable to DW & JK Colton) provided a cheque guarantee card covers it, for the full amount. Please note that we do reserve the right to request full payment prior to, upon arrival or at any time during your stay.

## **Multiple room bookings**

Where paying by cheque we will require a deposit equal to the full booking fee for the first night's bookings from groups booking two or more rooms for more than one night.

## **Cancellations**

If you have to cancel your booking and do so under 48 hours of 4pm on the arrival date, a payment of £75 per night will be charged. When a reservation is secured using a credit or debit card, it will be debited with the cancellation charge unless another arrangement is made. It is possible to take out insurance to cover any loss and this is recommended. In the event of non-arrival i.e. no-show, full payment will also be taken.

The 48 hour rule also applies to nights at the end of a stay e.g. arriving to stay four nights on a Monday and cancelling the final (Thursday night) after 4pm on the Tuesday. A decision to leave without notification after 12pm on the morning of a booked night's stay, will be charged at 100% of the cancelled night and 50% of one of any remaining nights booked.

## **Exceptions**

Where room is available under full payment, or a no refund option.

Accommodation reserved for certain key periods, for example Easter weekend or Christmas would need to be cancelled one month prior to the arrival date, or an amount of up to 50% of the overall cost will be charged. We may also apply longer cancellation periods for longer stays, or bookings from abroad. Guests will be informed of changes, of course, and given the opportunity to cancel with no charge.

## **Check-in and Departure Times**

Check-in is from 4.30 pm to 10pm, unless otherwise arranged. On the day of departure, all rooms should be vacated by 10.30 am. Please ensure you leave your keys on departure.

## **Keys**

We provide one set of keys for each room. If keys are lost or not returned on departure, we charge a replacement fee of £30 per set. If a reservation has been secured using a credit or debit card, that card will be debited with the replacement fee unless another payment method is offered and approved.

## **Smoking**

Smoking is not permitted within the guesthouse though is permitted in the garden.

We ask that guests who do smoke outside to dispose of their cigarette ends in a responsible manner or ask for a jar which we will provide. As restoring rooms that smell of smoking is both expensive and time consuming, a penalty of up to £200 may be imposed if we find you have been smoking in the rooms.

## **Pets**

Pets may be allowed depending on room availability.

## **Liability**

Amenities at Tor Royal Farm are provided at the user's risk and no responsibility can be accepted for any injury, loss or damage either personal or to motor vehicles parked on the premises. Any damage or breakages are the responsibility of the person making the booking. We reserve the right to require payment to cover replacement costs, additional cleaning or repairs up to one week after departure. Children under 16 must be under strict adult supervision at all times when on the premises or in the grounds.

Where problems occur due to local unforeseeable problems (e.g. power cut, water shortage) that reduces guests' enjoyment of their stay, we will offer a discount of this or future booking.

## **Allergies**

If anyone has an allergy that is likely to be a problem please let us know. Please note: we have farm dogs although guests should rarely see them, we also have a cat which likes to sneak in.

## **Safety**

Emergency information in your room pack must be read on arrival and complied with at all times. We reserve the right to enter the accommodation at any time if there is reason to believe that safety notices are being contravened. Please remember that while you are on the premises you have a duty of care towards other guests.

## **Overseas Visitors**

Overseas guests are required to provide certain information upon arrival such as: passport number, next destination, or identification such as a driving licence.

