

## **BRAMBLEWOOD COTTAGE GUEST HOUSE**

### **TERMS AND CONDITIONS**

#### **A LOT OF THIS IS IMPORTANT, ESPECIALLY TERMS RELATING TO CANCELLATION AND LIFE-THREATENING NUT ALLERGIES**

Cancellation: Your reservation is made with Steph & Steve Curtis trading as the Bramblewood Cottage Guest House ("the Guest House") and represents a legally binding contract between you and the Guest House. For bookings, we require a minimum of 7 days notice of cancellation or amendment of any reservation to avoid a cancellation charge of at least 50% of the total value of the reservation as detailed in the confirmation letter. We reserve the right to retain deposits for cancelled bookings. Any cancellation made with less than 7 days notice may incur a 75% charge of the total value. At the sole discretion of the proprietors, the charge MAY be waived in part if we are able to re-let the cancelled room(s) in part, and WILL be waived in full if the total value of the booking can be replaced in full. Please note that DISCOUNTED RATES FOR LATE BOOKINGS are non-refundable under any circumstances. We reserve the right to retain or take a deposit for no-shows and late cancellations. Deposits are non-refundable.

We require a valid credit/debit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scales, as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required.

Special dietary requirements: We regret that we are not able to accommodate any person(s) with a serious and/or life-threatening nut or food allergy as we cannot guarantee the provenance of every item of food in our kitchen. We are happy to cater for any other dietary needs, such as vegetarian or vegan diets, but please tell us at the time of booking as we can provide more interesting choices with prior notice.

Smoking: Bramblewood Cottage Guest House is a non-smoking residence. Any bedrooms tainted by residual tobacco odours will be specially cleaned and aired over a 24-hour period and all charges resulting from this, both actual and loss of business (at prevailing B&B rates) will be charged to the credit card given to secure the booking.

Candles: Sorry no candles are allowed - please note if candles are used and damage is caused we reserve the right to charge for any repairs or cleaning.

Children: We welcome children 7 years old and over.

Pets: Sorry no Pets.

Damage/Theft: We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to the guest house, or the fabric of the guest house itself, damaged either wilfully or because reasonable precautions have not been taken. We also reserve the right to charge for the replacement of items taken from any part of the guest house without consent which should not be taken. In this event your credit card will be charged without prior consent being required against invoice(s) that will be provided for the costs/replacement fees incurred.