

BOOKING CONDITIONS

1. CONDITIONS.

These conditions shall be incorporated in all booking contracts made between the owners of this establishment ("the owners") and guests. Such contracts are legally binding and subject to English Law.

2. ARRIVAL AND DEPARTURE TIMES.

Rooms will normally be available from 1.30pm on the day of arrival. Normal check in is 13:30 – 18:30 except Sundays when check in is 16:00 – 22:00.

Guests' arrival times **must** be agreed with the owners. All rooms must be vacated and keys returned on the day of departure by 10:30.

3. RESERVATIONS.

All reservations are contractually binding once made, whether by 'phone, fax, in writing or by any other means. Provisional reservations are not accepted unless expressly agreed and only for the period arranged at the time of booking.

4. SECURED RESERVATIONS.

Reservations may be secured by quoting an accepted credit/debit card number. A deposit equivalent to one night's cost per room booked will be charged to the credit/debit card details held against the booking (cancellation conditions apply - see below). Alternative methods of deposit may be agreed with the owners but payment of the deposit must be made within 48 hours of the reservation being made, failing which the owners shall, at their discretion, be entitled to cancel the reservation.

5. CANCELLATION.

Cancellation or curtailment of a reservation, for whatever reason, causes loss if the owners are unable to re-let the accommodation. Cancellations will be accepted without further charge up to 60 days prior the arrival time as defined in 2 above. A further cancellation fee equivalent to one night's cost per room booked may be charged to the credit/debit card details held against the booking for any cancellation made within the 24 hours immediately prior to the agreed arrival date. Any deposits taken are not refundable for cancellations within 60 days immediately prior to the agreed arrival date.

6. EARLY DEPARTURE.

Guests wishing to terminate their reservation before the scheduled departure date must advise the owners before midday on the day on which they require to depart (this does not apply to minimum stay 2 night bookings). Departures after midday will be charged the equivalent to one night's cost per room booked. Early termination of discounted bookings may result in an adjustment charge being applied to final bill.

7. NO SMOKING POLICY.

The No Smoking policy covers all rooms, including bathrooms, communal areas and out of windows. Guests not observing this policy will be asked to do so and any further requests may result in guests being asked to leave before their scheduled departure date.

8. UNACCEPTABLE BEHAVIOUR OR DAMAGE OF PROPERTY

We expect guests to remember that Holland House B&B is our home and guests whose behaviour is unacceptable or likely to cause offence may result in early termination of your stay without notice. We may share your information with other accommodation providers and this may result in our refusing to accept bookings from you in the future.