

B&B Terms and Conditions

Bookings

A booking is made and a contract comes into force when we have confirmed acceptance of a reservation from you.

You must be over 18 years and able to enter into a legally binding contract to make a booking.

On-line bookings cannot be accepted if made less than 24 hours before expected arrival time.

By booking you are deemed to have accepted our terms and conditions.

Prices

All published prices are inclusive of any taxes.

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

Payment

For on-line bookings, a deposit or the full amount quoted may be charged to your credit or debit card at the time of booking. Any amount remaining must be paid at check-out. If no charge is made on booking the total amount must be paid on arrival. Any supplements or additional items must be paid for at check-out.

For other methods of booking, details of an acceptable and valid credit or debit card must be provided in lieu of a deposit. Payment in full must be made at check-out.

Availability

In the rare case that due to unforeseen circumstances we cannot deliver your requested accommodation, you will be offered alternative accommodation or a full refund.

Arrival and departure

Check in time is between 5.00 and 8.00 PM unless otherwise agreed in advance. Please advise if you wish to arrive outside of those times to check whether we will be available. Check-out time is normally 10.00 AM.

Cancellations

Brownhill House policy is that if you cancel your booking 60% of the total booking price will be payable unless we are able to re-let the room. Non-arrival will be treated as cancellation.

Conditions of stay

Breakfast is served between 8.00 and 9.00 AM. If you need to leave earlier a packed breakfast can be provided if we are given advance notice.

We reserve the right to judge acceptable levels of noise or behaviour of guests. If corrective action that we request is not complied with, the booking may be terminated immediately without us being liable for any refund or compensation.

Smoking is not allowed in the house.

We cannot accept pets.

We do not accept bookings for people who are on night work and wish to sleep during the day.

Only registered guests are allowed in bedrooms.

Liability

To the fullest extent permitted by law, our liability to the client is limited to the price of booking and in no circumstances will we be liable for any indirect or special damages.

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

We accept no responsibility whatsoever for damage to, or theft from, or theft of vehicles parked on the accommodation premises.

Guests are responsible for any damage or loss caused to us or our property by their act, omission, default or neglect and agree to pay us on demand such reasonable sum that is required to make good the damage or loss.

Children

Children are welcome but accompanying adults are responsible for their supervision at all times.