



WILLOWBANK

## Booking Terms

When booking your stay with us you are entering into a legally binding contract and it is recommended that you take out holiday insurance cover.

To secure an accepted booking we require a deposit equivalent to the value of the first nights stay. This may be paid by BACS, Credit/Debit Card (credit cards incur a 4% fee and some overseas cards may also incur a variable additional fee), or cheque (assuming adequate time for clearance). Payment for any outstanding balance becomes due on departure.

All deposits are non-refundable and you may be liable for the total cost of your stay should you cancel within 14 days of your arrival date and we are unable to re-let your room.

You will be able to check in between the hours of 4pm and 8pm. Alternative times are by prior arrangement.

We would only cancel your booking if your accommodation became unavailable due to reasons beyond our control. We would of course attempt to offer alternative accommodation however if this is not possible or indeed was unacceptable to you, we would refund all monies paid by you. Our liability would not extend beyond this refund.

We are a non smoking establishment; however smoking is permitted outside but only away from the building, NOT under the front canopy or porch area.

Should a guest smoke within the house, this affects our ability to use the accommodation for the next guest. This will therefore incur a cleaning charge equivalent to the value of one night's stay and you may be asked to leave. Should it become apparent that there is evidence of smoking after your departure you will be invoiced accordingly.

Breakages or damage should be reported as soon as possible. We would not normally charge for minor mishaps but if the breakage or damage is significant and it affects our ability to re-let the room a charge may be made.

We do not accept liability for any damage to your property, including vehicles, or injury to you or any member of your party whilst staying with us, unless through negligence on our part.

We reserve the right to amend, curtail or terminate any contract should the conduct of any person during their stay with us cause any detriment to other guests.