

TERMS AND CONDITIONS

Please note, you are deemed to have accepted these terms and conditions and entered into a legally binding contract by reserving a room.

Prices quoted are per room per night and include full breakfast.

Arrival & Check Out Times

Guests are welcomed after 4.00pm on day of arrival and to vacate by 10.30am on day of departure. Early arrival and late departures may be accommodated by prior arrangement only.

Confirmation

Your booking is not confirmed until we have received your credit/debit card details and we have sent you a confirmation letter or email.

Cancellations

Please note that whilst we will make every effort to re-let accommodation cancelled, where a booking is cancelled within 48hrs of the due date for arrival, 50% of the monies owed will become payable. Where a booking is cancelled within 24hrs of the due date of arrival, 100% of the monies owed will become payable. However, we are happy to refund this if we are able to re-let the accommodation booked in full. We strongly advise guests to take out travel insurance in case of cancellation due to unforeseen circumstances.

Payments

Please note, we do NOT charge additional fees for use of credit cards. All applicable charges are absorbed by us.

Payment can be made using Visa, Mastercard, Maestro or Delta cards, or cash. Where deposits are paid by cheque, we will also need valid card details, to secure the booking against last minute cancellations. Any booking made will be guaranteed against the credit/debit card given and amounts payable will be taken in regard to cancellations.

Lost Property

Any lost property which we return, will be subject to whatever postage & packaging charges we incur. If not claimed, we hold property for a period of 28 days. It will then be passed to a local charity shop.

Damage & Breakages

We ask that guests refrain from bringing takeaway food in to their rooms, due to the risk of spillage and unpleasant, lingering odours. Any damage caused by spillage will be charged.

We reserve the right to charge for breakages and/or damages to any part of the property, and for any items removed from the house, against the card held for payment. **Persons making the booking will be held responsible for any damages.**

Disabled Guests

We are committed to doing all we can to accommodate less able visitors and those with special requirements. However, please note that all our bedrooms are upstairs and we currently have no wheelchair access to any part of the house. If you have any special needs we will be very happy to discuss these with you.

Accounts

Accounts must be settled in full on departure by Credit / Debit Card or in Cash.

Parking

We have safe and free parking to the front of the property. Parking is at owners risk (car and contents).

Smoking

Please Note: From 1st July 2007, we are required by law to go "smoke free" and guests will no longer be able to smoke within any part of the property. As accommodation providers, we could be fined up to £2500 for failing to enforce these laws. Regrettably, anyone who has been found to be smoking indoors will be liable to a cleaning charge of up to £200, payable against the credit card held to cover the booking.

Safety

Guests must accept responsibility for their own safety at all times whilst staying at Timbers Bed and Breakfast.

Pets/Dogs

No pets are allowed to stay at Timbers Bed and Breakfast with the exception of guide dogs for the blind or hearing dogs.

Conditions of Stay

We require all guests to comply with all legal regulations such as health and safety, fire precautions, no smoking policy and others requirements that enhance the comfort and wellbeing of our guests. We reserve the right to terminate your booking immediately without being liable for any refund or compensation where you or your guest/s engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.