

# BROOKSIDE VILLAB&B

## Booking Terms & Conditions

Brookside Villa B&B operates under English Law and subscribes to a common code of practice applicable to the UK hospitality industry as recommended by 'Visit Britain' on behalf of the UK travel & tourism industry

**Reservations and Deposits:** - A reservation is a contract (written or verbal). Whilst room requests will be considered as far as possible, your actual room will be allocated on arrival. A non-refundable deposit (and/or details of a credit card/debit card) is required at the time of the reservation. Where time permits, a confirmation receipt will be sent to you by e-mail. Should card details have been given in lieu of deposit, the deposit will be charged in the event of cancellation, or the full rate in the event of a no-show.

**Minimum Deposits:** - Please note the minimum deposit is £20 per person per night, or the first night's rate, whichever is the greater. Please see payment methods below:

**Cancellation of Booking:** - We require a minimum of 7 days' notice of cancellation. Your deposit is non-refundable. Our cancellation policy is based on the English Law of contract and the normal legal practise within the UK tourism & Hotel industry, whereby proprietors of a hotel or guest house have the right in law to claim or be reimbursed for any loss resulting from cancellation or no show. This is applied in the event that we are unable to re-let the relevant accommodation in the time available. In such circumstances, we reserve the right to recover all of the overall costs concerned, whether contracted for verbally or in writing. With reasonable notice, we will do all that we can to re-let the room and in the event that the accommodation was able to be re-let we would make a refund – less an administration fee. (See cancellation insurance below).

If you are concerned about cancellation you are advised to take out travel insurance in the unlikely event that a booking has to be cancelled by us we will refund all monies paid and do our utmost to find you alternative quality accommodation in the area.

**Payment of your Account:** - We accept cash in Sterling or Euros and BACS transfers. With the exception of American Express (Amex) and Diners we accept all major credit and debit cards.

**Arrival and Departure:** - **Arrival** – please arrive whenever possible between 4 pm and 7 pm. If you wish to arrive outside of this time please let us know.

**Departure** – we ask that rooms are normally vacated by 10.00 am on your last day so that we can have time to make the rooms ready for new guests arriving.

# BROOKSIDE VILLA B&B

**Occupancy:** - Our 5 bedrooms are light, bright and comfortable, and vary in size. Your actual room will be allocated on arrival. Our Double beds range in size from 5ft to 6ft 6in. All rooms have a compact en-suite with toilet, basin and shower. We have a guest lounge (with bar) and comfortable sofas. Guests have use of the garden and terraces. Children: - We regret that we are not usually able to provide a reduction in room rates for children, though we have family rooms with additional beds. We permit the use of your travel cot for young children. Single Occupancy of a double or twin room may be offered subject to availability. These will be charged at a single occupancy supplement at our discretion.

**Pets:** - **PLEASE E-MAIL OR PHONE** – By prior arrangement we allow 1 dog per bedroom and charge £5 per stay to cover additional cleaning. For the comfort of other guests, dogs are not permitted in any public rooms.

**Special Diets:** - We usually can accommodate special diets with a little help from you. Advance notice is required so that we can make any special purchases or preparations. Prescription foodstuffs such as gluten free bread should be notified in advance. Please advise us if you have coeliac disease and we will take precautions in the storage, preparation and presentation of foods. We do not normally make any additional charges for special dietary needs, but reserve the right to make additional charges for additional costs incurred.

**Evening Meals:** - Tables for dinner should be booked in advance, when any special dietary needs can be notified.

**PLEASE NOTE** – If for whatever reason we are unable to cook evening meals we will book a table locally, provide a selection of local eating places, or offer you a take-out menu which will deliver to Brookside Villa.

**No Smoking:** - In consideration to all of our guests and to comply with the law, Brookside Villa is totally non-smoking.

**Access Requirements:** - Please see our separate Access Statement.

**Larger Print Size:** - If you require a larger print version of our terms and information please contact us on [info@brooksidevilla.com](mailto:info@brooksidevilla.com).