

Terms and Conditions

Car parking

The Accommodation does not accept responsibility for damage to, or for theft from, or for theft of vehicles parked on Accommodation premises.

Insurance

Clients are recommended to have insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

Children

Children under the age of 18 years must be accompanied by a responsible adult to ensure that the children's behaviour is appropriate for other guests within the

Accommodation.

Disabled guest rooms. A number of Accommodations offer modified facilities for use by disabled guests. As needs do vary, guests are requested to check with the accommodation

Dogs and other pets

Well behaved pets are accepted at the accommodation by prior arrangement. In the instance when a guest arrives with a pet, the accommodation reserves the right to terminate the booking without being liable for any refund or compensation if no prior arrangement has been made.

Smoking

Smoking is strictly prohibited in the rooms. The Accommodation reserves the right to terminate the booking in the event of failure or suspicion of failure to comply with this request without being liable for any refund or compensation. We are a total NON SMOKING premises any bedrooms suffering from residual tobacco smoke will require special cleaning and airing for at least 24 hours before the next guest can use the room, consequently we have an obligation to find alternative accommodation for the next guest if none is available at The Red House and we will pass on all charges, both actual and loss of business by charging to the credit card given to secure the booking.

Behaviour

The Accommodation reserves the right to judge acceptable levels of noise or behaviour of Clients, guests or representatives, who must take all steps for corrective action as requested by the Accommodation. In the event of failure to comply with management requests, the Accommodation may terminate the booking or stop any event immediately without being liable for any refund or compensation.

Discrimination

It is the policy of the Accommodation not to discriminate on the grounds of race, colour, nationality, creed, sex, marital status, age, ethnic origin or disability. Clients, their employees, guests and all sub-contractors engaged by or on behalf of the Client are expected to adhere to this policy and the Accommodation may, without incurring any liability to the Client, remove from the Accommodation any person or persons offending against this policy.

External purchases

Food brought onto the premises is to be consumed in the dining room and NOT in the bedrooms.

Comments and complaints

Any comment or complaint regarding the stay should be made in writing within 90 days to the accommodation. All information concerning the Accommodation, including but not limited to descriptions, availability and pricing has been provided and is controlled by the accommodation.

Statutory requirements

The Accommodation is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

Liability

Other than for death or personal injury caused by the negligence of the Accommodation, the Accommodation's liability to the Client is limited to the price of the booking. Unless the Accommodation is liable under the above clause, the Client indemnifies the Accommodation from and against any and all liability and any claims, proceedings or damages resulting or arising from the booking, event or function, the Client, guests or any outside contractors of the Client. The Accommodation will not be liable for failure to perform to the extent that the failure is caused by any factor beyond its reasonable control. Clients are responsible for any damage caused to the allocated rooms, furnishings, utensils and equipment in them by any act, omission, default or neglect of the Clients, their guests or sub-contractors and will pay to the Accommodation on demand the amount required to make good or remedy any such damage.

Data protection

The information provided by the Client may be processed by the accommodation for the purposes it has notified to the Information Commissioner. By confirming the booking, the Client consents to this processing of the information.