

Booking 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. There is a charge of £5.00 per night for children aged 2 and under, Cots and High Chairs need to be requested at time of booking.

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

All **cooked** meals that are brought onto the premises **must** be eaten in the Dining Room, ie; Curries, Pizza, Kebab, Fish & Chips etc.

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.

Booking & Cancellations

Bookings are accepted for arrival and departure on any day. There is a minimum two nights booking requires in the High Season. (July & August). Bedrooms are available from 4.00 p.m. and should be vacated by 10:30 am on the day of departure. Failure to do so may incur an extra charge.

Latest check in time on day of arrival is 6:30 p.m unless advised otherwise.

Please advise your approximate arrival time when making a reservation otherwise we may be out when you arrive, if you arrive prior to 4.00pm please feel free to use the Car Park.

Accommodation is offered subject to being un-let upon receipt of confirmation booking form and a non-refundable deposit of the first night's stay per person is required when making a booking.

We regret that no allowance will be made for meals not taken, temporary absence or early departure.

Cancellation must be made 7 Days before arrival if the booking is for more than one night, otherwise the **full** cost of the entire booking is payable. We will endeavour to re-let the room and refund accordingly.

When booking using credit cards if the reservation is within 72 hours of expected time of arrival, the cancellation deadline will be 6.00pm on day of arrival. If a guest does not arrive, or does not cancel before the specified time the deposit is non-refundable.

Please let us know either pre-arrival or on arrival if you or anyone in your party is less-abled, so that we can try to accommodate their needs.

Data protection

The information provided by the Client may be processed by the accommodation for its use only. By confirming the booking, the Client consents to this processing of the information.