

HOLLY GRANGE GUEST HOUSE

BOOKING TERMS AND CONDITIONS.

BOOKINGS AND DEPOSITS:

Bookings by telephone or email will be held for seven days, bookings will be confirmed in writing and directions sent upon receipt of a completed booking form and the appropriate deposit (*post dated cheques will not be accepted as a deposit*) Deposit cheques should be made payable to B Monaghan.

For bookings of one night we require a £20 deposit per room. For bookings of two nights or over a £40 deposit is required per room.

ARRIVAL:

Normal arrival time is between 3.00PM and 6.30PM; arrival outside these times may be possible by prior agreement although your room may not be ready before 3.00PM you may leave your car and luggage before then. Last arrival time by prior agreement is 9.30PM so as not to disturb other guests.

DEPARTURE:

Your room should be vacated by 10.30AM on the day of departure.

PAYMENT:

Final payment can be paid either by cash, debit/credit card, cheque with guarantee guard or by traveller's cheque in pounds sterling supported by a passport.

CANCELLATION:

In the event of a cancellation more than four weeks before the arrival date the deposit will be refunded less an admin charge of £5.00.

Cancellation within four weeks of the arrival date the full deposit is forfeit unless we can re-let the accommodation for the same length of time as your booking if so we will refund your full deposit less an admin charge of £5.00.

Should we only be able to re-let the room for a shorter length of time than your original booking we will refund a percentage of your deposit less an admin charge of £5.00.

In the unlikely event that we are forced to cancel a booking the deposit will be refunded in full. We will only cancel a booking in extreme circumstances such as damage to the building/room or a family bereavement.

DAMAGE:

If you or any member of your party causes damage to any of our property by negligence you will be charged for the repair or replacement of the item you have damaged or destroyed.

PLEASE NOTE:

A booking however made is a legally binding contract between the guest and the guesthouse. Cancellation or failure to arrive is a breach of contract and the full cost of the booked accommodation (less costs of breakfast and laundry) can legally be charged.