

## **Terms and conditions of your booking**

Here at the Shellevan House, we want our guests to have the most enjoyable stay possible and we will do all that we can to ensure that happens. If there is something we've not thought of, or if you have any special requests, please let us know.

### **Reservations:**

In order for us to confirm or make a reservation a valid credit or debit card is required to secure the booking. No money is taken from the card unless you request us to, the booking is cancelled within 5 days of the scheduled arrival date or you do not show, or you use the card to pay on departure. However, we reserve the right to pre-authorise the card with the whole amount of the stay.

The exception to this policy is for bookings at peak times and/or special events where we reserve the right to request a deposit payment. You will be informed of this at the time of booking.

If you are unable to secure the booking with a credit/debit card, we will accept payment for the whole stay by BACS transfer. We will send confirmation once the funds have cleared.

### **Cancellation Policy:**

There will be no charges if a booking is cancelled or modified up to 5 full days before the date of arrival or for group bookings bookings, 2 weeks prior to arrival. If the booking is cancelled or modified later, or in the case of a no-show, the full cost of the booking will be charged to the guest's card. Please consider taking out holiday insurance, particularly for winter bookings, as we cannot be held responsible for adverse weather conditions.

We take all bookings in good faith as we are unable to judge reasons for change, cancellation or non-arrival. Guests are reminded that no exceptions to the above conditions will be made and that any bookings made at Shellevan House for accommodation, goods or services, meals or drinks that are pre-booked (verbal or written) forms a legally binding contract. For this reason, we advise guests to take out suitable holiday insurance to cover changes, cancellations, particularly in winter bookings, as we cannot be held responsible for weather conditions. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

If it comes to light that we have to cancel your booking, we will inform you immediately. Any payments made will be refunded in full. Should you wish, we will attempt to book you into another bed and breakfast locally for the same or lower NITB grading in a similar standard room. Should this establishment be more expensive, Shellevan House we will pay the difference for the first night of your stay. Our liability will not extend beyond these conditions.

### **Early Departures:**

A charge will be incurred of up to the full value of the booking for unscheduled departure of guests.

The remaining length of stay left and whether or not the room can be re-booked for the remaining period will determine the value of any charge incurred.

Check in time is: 15:00pm to 21:30pm

Check out time is: Latest time 11:00am

We kindly request that you advise us prior to check in day of your estimated time of arrival, this will ensure that we are here to greet you in person. Please note we do not operate a 24-hour reception.

### **Housekeeping Service:**

Guest rooms are serviced on a daily basis up to 12:00 noon, except Christmas Day where there is no service.

### **Prices:**

We reserve the right to amend our prices at any time. This does not affect any bookings already made.

### **Children and extra beds:**

Free! All children under 4 years stay free of charge when using existing beds

Free! All children under 2 years stay free of charge for children's cots/cribs

There is no capacity for extra beds in the room

### **Group Bookings:**

In order to maintain a quiet family atmosphere, we do not accept bookings for Stag or Hen Nights. Events or sports activities of more than 4 rooms are permitted with prior agreement, but the free cancellation period is extended to 14 days rather than our standard 5 days. We reserve the right to refuse group bookings.

### **Access:**

Our accommodation is a three-storey house and is over 100 years old, the stairs make it unsuitable for people with limited mobility. There are no lifts or elevators to the upper floors, however, there is a ramp to the entrance of the property. We have only 1 guest bedroom on the ground floor which is wheelchair accessible. Please ask us about our Accessibility Guide.

**Keys:**

You are given your own set of keys when you register on arrival. You will have access to the premises and your room 24 hours a day during your stay. You have full responsibility of the keys for the duration of your stay. Lost keys will be charged at £20.

**Pets:**

Pets are not allowed.

**Smoking:**

To comply with legislation, smoking is strictly NOT permitted anywhere in the property. Designated smoking areas are available outside the property. Failure to observe this policy will result in guests being asked to leave and the full cost of the stay being charged, as well as a cleaning charge of up to £200 being debited from the bookers credit/debit card.

**Special dietary requirements:**

Vegetarian, vegan and other food intolerance alternatives, eg. gluten-free are always available. We use separate utensils and equipment for all these. We do ask that you let us know when making your booking so that we can have it all ready for your breakfast.

**Takeaway Food:**

Hot Food or takeaways of any kind are not permitted in guest bedrooms. We respectfully request that all food is consumed in the dining room. We will be happy to provide plates and cutlery etc.

**Liability:**

We do not accept any liability for any damage, loss or injury to any member of the guests' party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

**Damage & repairs:**

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Please take care when staying with us. We normally do not charge for any accidents, minor breakages or incidental damage providing this is reported immediately. If any significant damage or breakages come to light either during your stay or on departure, we reserve the right to make a charge to the guest's credit/debit card or send an invoice for the amount to the registered address if payment is not made during the guests stay.

**Lost Property:**

We are happy to return items that have been left following departure. However, there is a minimum charge of £5 to cover postage and packaging.

**Right of refusal**

We reserve the right to refuse a guest entry and accommodation or require them to leave if the management considers that person is under the influence of drink or drugs, or behaving in a threatening, abusive or otherwise unacceptable manner.

**Parking:**

Parking for all guests is available on site and is free of charge subject to availability.

**Privacy Policy:**

You agree that any data collected during the course of this booking will be stored on our premises in accordance with Data Protection laws. Our full Privacy Policy can be viewed separately.

**Payment:**

Payment is due the morning of departure, we accept the following charge; Visa Credit, Visa debit, Euro/Mastercard, American Express, Delta, Electron, Maestro, BACS transfer or cash. We reserve the right to pre-authorise credit cards prior to arrival.

We reserve the right to amend these Terms and Conditions at any time.