

## **Online Booking Conditions**

Confirmation of a booking by the Client is deemed acceptance of these terms. In these terms of business, the expression 'Accommodation' means the Accommodation operated by the Accommodation defined in the Client's confirmation -and 'Client' means the person, firm or company making a booking or staying at the Accommodation. These terms apply to all bookings except to the extent where specific terms apply for a particular booking.

### **Prices**

All published rates include VAT where applicable (and local taxes) at the current rate. Accommodation rates are per room per night, breakfast included /><b>Availability In the rare case that the Accommodation cannot accept a booking guests will be offered a full refund. In the case of an act of God (strike, war, etc), the Accommodation will do its utmost to find an alternative accommodation in another accommodation but will not be held responsible if this is not possible.

### **Bookings**

Bookings must be guaranteed by a major credit or debit card. A 'booking' means any order for our products or services that is accepted by us. Acceptance will be made by us (and a contract concluded) when we have received full payment from you. There is no agent involved in this booking process; the contract is concluded between you as the Customer and us as the Business.

### **Arrival and Departure**

Bedrooms are available as indicated. Our check in is from 16:00 to 18:00. Check in times outside of those specified but must be confirmed with the Accommodation prior to arrival. Check out is at 10:30 on the morning of departure.

### **Cancellations, amendments and non-arrivals**

When the booking is confirmed, a reservation number will be supplied. This must be retained for access to the booking in the event of the need for cancellation and/or amendment.

### **Cancellations**

If your reservation is cancelled outside of 48 hours - payment will be returned within 5 working days. In the event of non-arrival or cancellation within 48 hours of the date of arrival, a charge equivalent to the total reservations at the package rate at which the reservation was made will be levied; in the instance of an online payment where monies have been paid no refund will be given, plus any expenses made by the client. Normal terms of payment apply to these charges.

### **Amendments**

To amend your booking, simply call. Cancellation charges apply where applicable.

### **Payment**

Most major credit and debit cards are accepted (not Amex). Full payment will be taken within 24 hours of booking, for online payments the full deposit amount will be taken at time of booking. All additional sums are due for payment on presentation of the invoice at checkout. In the event of any query relating to the invoice, the Client must notify the Accommodation within 14 days of the invoice date and the Client's obligation to pay all outstanding balances immediately will not be affected Bookings may be accepted on-line up to 10:30 (GMT) 24 hours prior to the day of arrival (if after this time you wish to book, please phone the accommodation first to confirm availability).

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