

System Guest House - Terms and Conditions

Thank you for choosing to book with us, we hope you will enjoy your stay. The following terms and conditions apply to your booking. They form the terms of a legally binding contract between us and you.

Confirmation of Booking

Your booking will be completed when we acknowledge receipt of your booking request and full payment is taken. Prior to that the booking will only be regarded as provisional.

Payment

We accept payment by credit/debit card or BACS. No cheques will be accepted.

Arrival and Departure

You will be able to arrive on a fairly flexible basis as long as we know in advance roughly what time you will be arriving. Check out should be before 11.30am on the day of departure.

Cancellation by you

Changes and cancellations to bookings made up to 2 days before the arrival date/time are without charge. Thereafter 50% of the booking may be charged for changes/cancellations. The total value of the booking may be charged if changes/cancellations are made with less than 24 hours notice.

Cancellation by us

In the unlikely event that we are forced to cancel your booking, due to circumstances beyond our control, we will attempt to offer you alternative accommodation. If suitable accommodation is not available then we will refund all monies already paid by you and confirm that you will not be liable for any further payments to us.

Damage and Breakage

We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider to be deliberately or recklessly caused, for any items discovered missing after you depart or for the cost of the room for any time period for which it is considered un-usable due to damage. In agreeing to our terms and conditions, you authorise us to charge this amount to the debit/ credit card used to secure the booking. If you paid your deposit by cheque, you will receive an invoice for the charges to be settled on departure. If the damage/breakages are discovered after you depart, you will be notified of any charges in writing as soon as is reasonably practicable, to be settled by return of post.

Smoking Policy

We are a No Smoking establishment.

Pets

We only accept pets with prior arrangement confirmed in writing by email.

Children

Children are considered as being under the age of 16. Please ask if the room configuration you require is not available.

Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us, or our employees. Cars are parked at your own risk.

Data

Any data collected as a result of your booking will be stored in accordance with the provisions of current Data Protection legislation.

Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.