

## Haydon House Terms and Conditions

### Cancellation policy

A minimum of 3 days notice of cancellation is required.

Our cancellation policy is based on normal legal practice within the UK, whereby the proprietors of a hotel or guest house have the right in law to claim to be reimbursed for any loss resulting from a cancellation or no show. This is only applied in the event that we are unable to re-let the relevant accommodation in the time available. In such circumstances, we make a charge equivalent to the overall costs concerned, whether contracted for verbally or in writing.

Outside of the three day cancellation period following receipt of guest Credit Card details, we will make a £30 charge in the event of cancellation

If you are concerned about the possibility of cancellation you are advised to take out travel insurance.

Bookings must be guaranteed by Credit or Debit Card.

### Payment

We ask for payment on arrival to minimise disruption at breakfast time. In order to keep costs down payment by cash is appreciated.

### Arrival/Departure Times

For the convenience of incoming guests, we require rooms to be vacated by 11.00am on the day of departure. Earliest arrival time is 4.00pm (except by prior arrangement). Please telephone us if you anticipate arriving after 6.30pm.

### Damage

In the event of damage to Guest House property, we reserve the right to charge to replace, repair or professionally clean the item concerned. **There will be a charge of £15.00 for lost keys.**

### Non-Smoking Policy

In the interest of the comfort and safety of our guests, we operate a strict 'Non-Smoking' policy throughout the Guest House. In the event of non-compliance, a charge of £50 will be levied for professional cleaning of the room.

### Lost Property

Please ensure you take all your belongings with you when you check out, a £5 charge plus postage will be charged to return property.