

Sundial Stays



Terms and Conditions

Thank you for choosing to book with us. We look forward to welcoming you to Sundial Stays. When you make this booking you are entering a legal contract with us. Please read our terms and conditions of booking below.

Prices:

The price includes accommodation only and use of our car park if booked in advance.

For direct bookings payment in full in advance of stay. No payments can be taken on site. A payment link will be sent prior to stay and is due at least 3 days prior to stay. If booking is made less than 3 days before stay, payment is immediately due. Where payment is not received prior to the stay the booking will be cancelled.

For bookings via third party channel, payment will be arranged by them.

A debit/ credit card will be required to secure the booking, this will be validated on booking. Prior notice of this will be given during the booking process.

Pets:

Unfortunately, we are unable to accept pets.

Cancellation:

A reservation forms a legal contract for the total cost of the booking. In the event of a cancellation of less than three days before arrival for direct booking, the total cost of the stay will be due and non-refundable.

Cancellation period when using booking channels such as Airbnb or Booking.com may differ.

Where payment is not received prior to stay, booking will be automatically cancelled.

Non arrival constitutes as a cancellation. If you need to cancel please contact us immediately.

Non-Availability:

We would only cancel your booking if your accommodation were unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this were not possible or unacceptable to you then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival:

Unless otherwise arranged check-in is after 4pm on the day of arrival. An estimated time of arrival will be requested during the booking process.

Check in is via key-pad and lockbox. Staff are not located on staff. Instructions will be provided on the day prior to arrival.

Departure:

Checkout is before 10 am on the day of departure.

Damages and Breakages:

Please take care with our possessions. You are responsible and liable for any breakages or damage, which you cause to the accommodation. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may charge for repairing or making good if the breakage or damage is significant. If we are unable to let your room because of the damage we will also make additional charges.

Liability:

We do not accept liability for any damage, loss or injury to any member of your party or any vehicle or possessions, unless proven to be caused by a negligent act by ourselves.

House Rules:

For the benefit and comfort of all our guests, we do not allow smoking in any area of the house. If you are returning to your room late at night, please have consideration for other guests and do so quietly.

Data-Protection

Any data gathered during the course of the booking may be held digitally or in the form of paper records. These are held for the purposes of fulfilment of the contract you have entered into with Sundial Guest House.

We never pass on your details to any third parties except where legally required to do so.