

Sundial Guest House



Terms and Conditions

Thank you for choosing to book with us. We look forward to welcoming you to Sundial Guest House. 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.

We accept the following methods of Payment: cash, cheque with banker's card and most credit/debit cards as well as BACS payments. A debit/credit card will be required to secure the booking; a charge onto this card may be applicable for a deposit. Prior notice of this will be given during the booking process. International bookings will always be asked for a deposit using a credit card or PayPal Payment.

The remaining balance needs to be paid in full on or before arrival.

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 seven days before arrival, the total cost of the stay will become payable, less monies recouped through re-letting. 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 (but before 9pm) on the day of arrival. An estimated time of arrival will be requested during the booking process.

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 smoke in the house, you will be asked to leave, and the balance of your stay will become payable plus any additional costs of cleaning or ventilating prior to re-letting the room. 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. On completion of the booking records are kept for a period of three months to allow for any due recourse or legal matters pertaining to your stay at Sundial Guest House. They are then shredded and destroyed.

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