

### **Please read carefully.**

Thank you for choosing to book with Amblecliff Bed and Breakfast. We look forward to welcoming you. When you make this booking you are entering a legal agreement with us. Please read our terms and conditions of booking below. All reservations will be confirmed in writing.

### **Price**

The price includes accommodation plus any board indicated. Unless clearly stated on the booking form all extras such as additional meals, telephone calls, drinks, etc. are additional. The price charged is also based on the number of persons in a room at the time of booking. Due to Health/Safety and Fire Regulations any alterations to the number of persons must be by prior arrangement only.

### **Payment**

Upon making a reservation with us, 50% of the booking is payable as a non-refundable deposit or if the booking is for one night only then the total amount is payable at time of booking. The balance of payment is due on arrival. We accept the following forms of payment: Cash, cheque with appropriate guarantee card, debit cards, credit cards except for AMEX and Diners Club.

### **Arrival and Check-in**

Your accommodation is available to you from 2pm on the day of arrival.

Check-in times :           Monday to Friday by 6pm  
                                  Saturday and Sunday by 3pm

Check-out times           Monday to Friday 10.30am  
                                  Saturday 11.00am  
                                  Sunday 11.30am

If you require an earlier or later check-in – please contact us in advance and we will do our best to oblige.

### **Breakfast Times**

Monday to Friday 8am to 9.30am  
Saturday 8.30am to 10.00am  
Sunday 9am to 10.30am

### **Parking**

We have on-site parking pre-bookable at a cost of £10 per night ~ (please be aware that spaces are limited)

### **Pets**

Well behaved pets are permitted BY PRIOR ARRANGEMENT at the cost of £10 per night.

### **Cancellation and Insurance**

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable.

For cancellations made up to 28 days prior to arrival you will be liable 50% of the total balance of your reservation.

For cancellations made less than 28 days prior to arrival 90% of the total booking cost will become due.

Failing to take up the booking without cancelling, you will be liable for the total cost of the reservation.

We will of course use our best endeavours to re-sale the room in the event of cancellation and any re-sale value will be refunded to yourself less a £30.00 administration charge.

For this reason you may wish to take out cancellation insurance, which can be obtained from any good broker.

### **Non-availability**

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

### **Smoking Policy**

We do have a non-smoking policy at the Amblecliff – which means that we do not allow smoking anywhere on the premises and this also means not hanging out of windows! Please be aware that we apply a £200.00 fixed penalty for breaching this policy.

### **Internet Access**

We have wi-fi internet access – available in some rooms and also available in the small lounge area.

### **Damages**

Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50.00 if you did not report this.

### **Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.