

## Terms and Conditions for Glendon Guest House

Please note our family dog lives in the house.

### Booking

To confirm a reservation more than 7 days in advance we hold your credit card details securely but do not take any money. For details about cancellations please see below. For bookings commencing within seven days the full cost of the stay will be taken on booking and this is non-refundable. There is usually a minimum stay requirement of two nights and three nights over bank holiday periods.

### Arrival

Your room will be available from 4pm on the day of arrival, unless otherwise arranged. Check-in is from 4-7pm. If you require a later check-in please contact us in advance to discuss your requirements.

### Departure

Please be ready to vacate your accommodation by 10.30am to enable the room to be prepared for the next guests.

### Cancellation

We recommend that all guests have suitable travel insurance to cover the period of your stay. If you need to cancel, please inform us in writing as soon as possible. For cancellations made 14 days or more in advance of a stay there is no charge.

For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for full payment for your stay. We will always try to relet any cancelled dates and if we do, we will reflect this in the cancellation charge.

In the unlikely event it is necessary for us to have to cancel your stay, you will be notified as soon as possible. A full refund of any monies paid will be made. No further liability is accepted in this event.

### Smoking

Glendon, as required by law, is a non-smoking establishment. Please do not smoke inside any part of the building. Evidence of guests smoking inside the house will lead to immediate termination of the booking and being charged for the full stay. A cleaning charge of £125 to cover the cost of deep cleaning the room will also be levied, payable by the person making the booking.

### During your stay

We want all guests to enjoy their stay at Glendon. Please be aware of other guests and keep noise to an acceptable level. If during your stay you cause disturbance or offence to other guests your stay may be terminated and you will remain liable for the full balance.

## Damages and Breakages

You are responsible and liable for any breakages or damages which you or any member of your party 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 reserve the right to make a charge to the guest's credit/ debit card, or we may send you an invoice, for repair or making good if the damage or breakage is significant.

## Wi-Fi

All reasonable endeavours will be taken to ensure that you are provided with free, uninterrupted Wi-Fi service. We will not be liable however, if for any reason, the service is not available at any time, nor for any loss of data or damage to equipment you suffer as a result of using the service. We may suspend access at any time and for any reason. The Wi-Fi service we provide is intended to be used for general purposes, including accessing the worldwide web and email. By accessing the service you undertake that you will use the services responsibly and that you will behave in a lawful, honest and proper manner. You may not: use the service for any illegal purpose (including but not limited to breaching any intellectual property, copyright or computer misuse legislation and downloading or uploading any illegal material); send any unsolicited commercial email (or "spam") or any activity relating to it; carry out any "hacking" activities such as attempting to access systems without authorisation or carry out denial of service attacks.

## Parking

This is provided at the rear of the property off Causeway Lane. Guests are advised that the parking is entirely at your own risk and we do not accept any liability or responsibility for guest vehicles or contents.

## Concerns

If you have a complaint or discrepancy please speak to us during your stay so we can respond immediately to any problem or concern.