



# The Tennyson Guest House

## TERMS & CONDITIONS

### Bookings

#### Prices

All prices are per person per night unless otherwise stated.

We are not VAT registered.

Rates include a full English breakfast.

All other drinks or meals are charged as extra's.

### Payment

Bookings are only confirmed on receipt of a deposit. This must be equal to the cost of the first nights stay. The balance is payable on arrival. Payment can be made in cash, by cheque supported by a bank cheque card or by debit card. Credit cards are also accepted but will incur a 2% supplementary charge.

### Keys

Loss of keys will result in a charge of £15.00.

### Arrival

You may arrive at any time after 10.30 am although your room may not be ready. You are welcome to leave your luggage with us and we will ensure that it is placed in your room. Reservations must be taken up by 4.00 pm unless otherwise agreed. After this time, rooms may be re let.

### Departure

We ask that you vacate your room by 10.30 am on the day of departure. We will however, look after your bags if you wish to spend the rest of the day in Bridlington.

Keys must be returned at this time.

### Hotel Damage

We reserve the right to recover the costs of rectifying damage caused by deliberate, negligent or reckless behaviour of guests either to our property or the building. Should any damage come to light after a guests departure, we reserve the right to make a charge to the guests credit/debit card or to send an invoice to the registered address. We will however try to keep cost to a minimum.

### Cancellation Policy

#### Legal Position

A contract for the reservation of accommodation at a hotel, guest house or similar establishment, whether verbal or in writing, imposes legal obligation on both parties. If either party seeks to vary or cancel the contract this can only be done by mutual agreement. Cancellation of a booking by a guest without the consent of the proprietor or failure to arrive on the due date, whatever the reason, entitles the proprietor to claim compensation.

### Hotel Policy

If you need to cancel your booking please do so as far in advance as possible. The first £20 of each and every deposit will be retained to cover administration costs. Cancellation less than 72 hours before 10 am on the day of arrival will result in the loss of the deposit. We ask that you give us at least 72 hours notice of cancellation.

For your peace of mind, we suggest that you consider insurance against this.

### Smoking & Drugs and anti social behaviour

We are a non smoking establishment and do not tolerate anti social behaviour or drug taking. Anyone found to be smoking, taking any form of non-prescription drug or behaving in an unacceptable manner in the house will be asked to leave immediately. No refunds will be given.

A charge may be levied for removing the smell of tobacco smoke from the accommodation.

### Pets

Sorry we do not accept pets

### Parking

This is on Street. Permits for the duration of your stay are provided on arrival. These must be returned on your departure.

### Special Requests

It is the guests responsibility to clearly state any personal dietary need or requirement at the time of booking. Whilst we will endeavour to meet such requests, however, we cannot guarantee to satisfy all or any such requests made. Depending on the request there may be a supplementary charge.