

Bed and Breakfast Terms and Conditions & House Rules

These Booking Terms apply to the business named Fourwinds Leisure (under the "Booking with" section of the Booking Confirmation and the "Provider Information" in the confirmation correspondence) our officers, employees and agents ("We"/"Us"/"Our") and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ("You/Your"). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

Adherence to Terms

The owners have a right to terminate a booking without refund if guests do not adhere to our terms, conditions, policies and house rules or behave in anyway that is abusive, dangerous and generally unacceptable to any other guest or member of staff.

Booking and Payment

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation by email, letter or text and received 50% non refundable deposit of first nights stay with us for B&B guests. Full payment for complete booking period and number of people or agreed supplements is due on arrival at "Fourwinds". Bookings must be paid for using an acceptable and valid credit or debit card.

Cancellation

If you cancel Your Booking within 48 hours of the scheduled Check-in time we require the full balance of Your stay. If you cancel Your booking more than 48 hours before arrival the booking deposit will be retained.

Damages

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. We may make an additional charge if you did not report this.

Lost keys

A £10 surcharge will be applied for each lost key.

Pets

Sorry no pets in the bed and breakfast.

Children

Are welcome at Fourwinds, but must be under supervision at all times by parents or adult carers with particular emphasis on safety of themselves and others and respect for other guests privacy and belongings.

Cooking in bedrooms

Absolutely no cooking is allowed in the bedrooms at any time

Noise

Guests are expected to be considerate of others by keeping noise to a minimum generally and especially at night. Televisions and music must be at acceptably lower levels after 10pm. Guests entering and leaving the property late night and early morning and using the common areas should do so quietly.

Smoking

We remind guests that it is against the law to smoke at Fourwinds and smoking is prohibited anywhere inside the building. Containers with sand are located outside the front of the building to accommodate guests that wish to smoke. Guests must ensure that cigarettes/cigars are extinguished properly.

Access and mobility

We have an access statement available, please ask if you would like a copy. It is also published on our website

Safety and Security

Guests must follow instructions with regards to safety of selves and others at all times. Guests are expected to make themselves aware of fire evacuation procedures, and not undertake any activity that may cause risk of fire or injury to self others or property. Guests must ensure when leaving the property that they close bedroom windows, ensure the front door is closed properly behind them, take precautions to secure their property and ensure fires escape routes stay unobstructed at all times.

Please note we do not take any responsibility for the security of your vehicle (s) or valuables. Please take all reasonable steps to secure your valuables to not invite theft by not leaving them on display.

Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss of or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel.

This liability however—

- (a) extends only to the property of guests who have engaged sleeping accommodation at the hotel;
- (b) is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody;
- (c) does not cover motor-cars or other vehicles of any kind or any property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.

Please ensure that the front door of the B&B is closed behind you properly when leaving the property. Please also ensure that any keys issued to you stay in your possession until the time of your departure when they must be handed back to the owners/staff.

Private Areas

Guests are asked politely not to enter areas marked 'private' at any time.

Arrival and Departure

Check in time is 3pm unless otherwise agreed in writing and check out is 11am again unless agreed otherwise. All outstanding costs incurred by you during your stay must be settled up before departure.

Availability

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, you will be offered alternate accommodation if possible or a full refund of any monies paid by You. This is the limit of our liability.

Prices

Rates are per room per night. If you have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during your stay(unless otherwise stated). Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or nights, then the rates maybe subject to change.

Liability

Other than for death or personal injury caused only by Our negligence or misrepresentation, our total liability to You is limited to the price of the Booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will We be responsible for any indirect or special damages. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control. You are responsible for any damage or loss caused to Us or Our property by Your act, omission, default or neglect and You agree to indemnify Us and to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss

Registration & Insurance

For our overseas guests who are from outside the Commonwealth or EU we must register passport/ID details and onward destination. This is a legal obligation. Holiday deposit/booking/cancellation, persons & vehicle insurance is not included therefore Guests are advised to arrange this themselves.

Environmental Impact

Guests are asked to co operate with our endeavours to decrease our carbon footprint. This includes recycling, not using hot water excessively, turning lights , televisions and other appliances off when leaving their bedrooms or public areas and our laundry policies as indicated in the bedroom information pack.

Wifi

Where available, we ask that users of our wifi facility do not use it for accessing illegal or in appropriate websites and do not use it to download larger portions of data such as films. We do monitor internet usage.