



## YARNER HOUSE

### Yarner House - Accommodation Booking Terms and Conditions

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Thank you for choosing to book with "Yarner House" Accommodation. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

#### **Bookings**

Rates quoted are per room (maximum two people), per night. We ask for a 50% deposit on booking. Then remaining payment will be required 30 days prior to arrival.

#### **Prices**

The rate quoted is correct only for the specific number of nights, guests and dates shown. Should you change any of these details then the rates may be subject to change.

#### **Pets**

Sorry, we are not able to accommodate pets at this property at this time. We do have two small dogs in the house so if you have any allergies please let us know.

#### **Acceptance of Children**

Children are welcome at Yarner. Cots and highchairs can be available on request.

#### **Cancellation and Insurance**

If the booking is cancelled less than 7 days before arrival then a charge equal to the full booking amount will be made. If the booking is cancelled 7 or more days before arrival then a charge equal to 50% of the stay will be made.

Please note that your deposit is not refundable under any circumstances. We would recommend that you take out cancellation insurance to cover this cost.

#### **Non-availability of Accommodation**

We will only cancel your holiday if your accommodation becomes unavailable for reasons beyond our control. We will however attempt to offer you alternative accommodation dates. If this is not possible, or is unacceptable to you, then we will refund all monies paid by you for the holiday. Our liability will not extend beyond this refund.

#### **Arrival**

Your accommodation will be available after 3pm on the day of arrival. If you will arrive after 7pm please contact us in advance to arrange an arrival time. We may not be able to accommodate you if you arrive earlier than the agreed time.

#### **Late arrival procedure**

Please ensure you contact us in advance to let us know if you will be arriving outside the above hours. Failure to notify us may result in the room being re-let or the full cost of the room being charged to your credit card.

**Departure**

Please vacate your room by 11 am on the day of departure, unless otherwise arranged.

**Conditions of stay**

We reserve the right to terminate your booking immediately without being liable for any refund or compensation if guests engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

**Smoking Policy**

“Yarner House” is a non-smoking establishment, there are areas available for smokers outside the house. Please ask on arrival if needed. We also reserve the right to charge an extra night’s stay if the room has to be specially cleaned and aired before it is suitable for use by another guest.

**Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur please. 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 if you do not report this.

**Keys**

We ask that guests take special care of door keys during their stay. If keys are lost or not returned at the end of your stay, it will be necessary to change locks and replace keys and the cost of this will be chargeable.

**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.

**Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

**Parking**

We offer free and safe parking at Yarner. We do advise that our guests lock their vehicles at night as we do not cover any loss or damage.

**Complaints**

We take care to maintain our accommodation to a high standard. Please notify the owners immediately of any problem that may arise so that we can rectify it.

A warm welcome awaits you at “Yarner House” Accommodation.