

## Woodside Bed & Breakfast

### Terms and Conditions

*We trust that you will enjoy your stay with us. We do have a small number of terms and conditions which we would ask you to read carefully as by making a booking with us you are entering into an agreement. Should you have any questions regarding these, please ask before the date of your stay. Thank you.*

1. Cancellation Policy. We understand that there may be circumstances which mean that you need to cancel your booking with us. In such circumstances, the following charges will apply.
  1. More than 14 days' notice – full refund
  2. 2-14 days' notice – 50% of total booking cost
  3. 48 hours or less notice – 100% of total booking cost
  4. We would recommend you take out holiday/travel insurance to cover you in such circumstances.
2. Deposit at the time of booking. A 50% deposit is required at the time of booking. Payment for the deposit may be made by bank transfer, cash or cleared cheque to confirm a reservation. A reservation is not confirmed until we have advised in writing that the appropriate deposit has been received.
3. Payment of the balance of the booking. The balance of the total booking will become due prior to your departure. Payment for the balance may be made by debit/credit card, or cash.
4. Accidents happen. Please let us know as soon as possible so we can view any spillages or damages. A charge will be made if damages are not reported. Likewise, items taken from any rooms without consent will be charged for.
5. Smoking. Woodside is a non-smoking property.
6. Check in is 1600 – 1900. Check out is by 1100 on the day of departure. Breakfast is served 0730-0930. We would be pleased to consider other timings outside these. Should you have any dietary requirements, please let us know before the date of your arrival and we will be pleased to consider these.
7. Dogs. We are dog friendly; we have our own dog who lives with us at the property. We are happy to welcome yours on the strict understanding that it is also friendly and that a request is made at the time of booking. We make a standard supplement charge of £10 per dog per night. Any damage caused by guests' dogs will be charged for.
8. Keys. We make available a key to your room and to the front door of the property. Please keep these keys safe. If you lose your keys you will be charged a key replacement fee of £25. If for any reason you leave the property after your stay with the keys we ask that

they are returned by recorded delivery within 7 days, after which time the key replacement fee of £25 will be made.

9. Regrettably we cannot accept bookings from persons under 18 years of age
10. Use of accommodation and associated amenities are at guests' risk and no responsibility can be accepted for injury, loss or damage to visitor belongings and vehicles.
11. In the unlikely event that a room subsequently becomes unavailable through events arising outside our control we may be forced to cancel your booking. In such instances we will inform you as soon as possible and give you a full refund of all monies paid.
12. The maximum occupancy for each room is 2 people.
13. Rates quotes are per room per night. We are pleased to provide accommodation for special events such as weddings. When assisting with such events, additional charges will apply. Please discuss any such requirements before the date of your stay.