

# High Dalby House

## Policies and Conditions - Guest Accommodation

By requesting a booking you are deemed to have accepted the following terms and conditions as governing your booking. This does not affect your statutory rights.

### Reservations

Reservations can be made personally, by email, in writing or online. Please note: reservations made online or by email are only deemed to have been accepted when we have sent you an email confirming it. Please do not make any travel arrangements until you receive this confirmation from us. **Once your booking is confirmed we will contact you by telephone and require a non-refundable deposit equal to the cost of your first night's stay.** This will normally be charged to your payment card. (Unless you have made the booking through a third party's secure website for your protection we will only take your Credit/Debit card deposits by telephone as email is not secure).

### Check-in and Departure

Your room will normally be available from 1 p.m. and you may check-in until 7 p.m. on the day of your arrival (unless otherwise agreed by prior arrangement). We ask our guests to indicate their anticipated arrival time. We also require guests to have checked out by 10.30am on day of departure.

### Payment

Guests must settle their final accounts on or before their day of departure. Our preferred method of payment is cash but with the exception of American Express we accept most other major debit/credit cards.

### Cancellation

In the event of cancellation within 7 days of your arrival date we will try to re-let the room or offer you an alternative date. If unable to do so we reserve the right to charge for the accommodation in full (using the credit/debit card details provided at the time of booking).

We respectfully suggest that you consider taking out travel insurance to be used in the event that you need to cancel your reservation through unforeseen circumstances.

### Children

Sorry no children we only accommodate adults.

### Smoking

Due to the inherent risk of fire at our location we only allow smoking in a dedicated smoking area away from the house. We have a no smoking policy in all rooms and other areas at High Dalby House and Cottages.

If a guest chooses to flout this no smoking rule we reserve the right to charge £150 so that we arrange a deep clean of the affected room.

### Pets

Sorry, no pets except assistance dogs. Dogs must not be allowed on beds or furniture.

### Damage

We reserve the right to recover payment for any loss or damage arising directly or indirectly, from any act or default by yourself or any person in your party. Failure to make recompense may result in payment being charged to the bank card used to secure the reservation.