

HOLLY GRANGE GUEST HOUSE

BOOKING TERMS AND CONDITIONS.

BOOKINGS AND DEPOSITS:

Bookings are made either via our secure online booking page powered by Free To Book, Booking Dot Com or by telephone, bookings will be confirmed by email either through Booking Dot Com, Free To Book or directly by ourselves once we have received the appropriate deposit amount.

Deposits are taken by debit/credit card your details are stored securely by Stripe (Stripe is a bank encrypted system and is PCI compliant)

DEPOSITS:

The amount taken varies by length of stay and through which company you have chosen to use all deposits are non-refundable.

ARRIVAL:

Normal arrival time is between 3.00PM and 7.30PM, arrival outside these times may be possible by prior agreement although your room may not be ready before 3.00PM you may leave your car and luggage before then. Last arrival time by prior agreement is 9.30PM so as not to disturb other guests.

Please contact by telephone 015242 42543 if you are delayed past 7.30pm as we do have the right to refuse admission if this becomes significantly later than the last check in time.

DEPARTURE:

Your room should be vacated by 10.30AM on the day of departure.

PAYMENT:

Final payment can be taken by ourselves upon arrival using the card that the deposit was taken with, however we normally take the deposit on the morning of departure and we try to ensure that we have asked the guest if they would like to pay either by the same card, a different card or by cash this is done out of courtesy, if the final amount is taken by ourselves without asking first then we cannot be held responsible for any overdrawn charges.

CANCELLATION:

In the event of a cancellation the full deposit and any other payments agreed to be paid prior to arrival (Bookings made through Booking Dot Com) are non refundable and will be taken using the card that you supplied at the time of booking.

Booking Dot Com bookings can be cancelled for free up to 24 hours after the initial booking is made.

In the unlikely event that we are forced to cancel a booking the deposit will be fully refunded onto the card that the deposit was paid (refunds through Stripe can take up to 14 working days). If we cancel a booking within seven days of your arrival date we will try and find replacement accommodation around the Ingleton area for the booked period and pay any difference in bed and breakfast charges. If we cannot find any replacement accommodation we will pay any reasonable additional expenses incurred by yourselves in re-booking a similar bed and breakfast.

Damage:

Any damage/spillage stains caused by yourself or by any other member of your party will be charged to the credit card supplied at the time of booking. Please report any damage before departure if not reported we will supply photos of the damage as proof and forward these to you along with a receipt for the amount taken to repair/replace the damaged property along with any labour costs we may incur.

Takeaways:

We do not allow hot takeaway and anyone bringing them back will be asked to eat them outside or to discard of them straight away. We are now having to enforce this due to the smells being embedded into the soft furnishings and to damage to the bedroom caused by spillage. Spillage will be classed as damage and if stains do not come out of our property we will have charge the lead guests card that was supplied at the time of booking.

Cooking equipment:

We do not allow any cooking equipment into the guest house, this includes items such as microwaves, toasters, portable hobs either gas or electric.

Smoking and vaping equipment:

We pride ourselves on having a clean air award so smoking either by cigarette, pipe or vaping is banned within and around the guest house garden this includes the front door and parking area. Any signs or smells of vaping in your room or the property will result in being asked to leave and a cleaning charge for all the soft furnishings within the room of £50 will be taken from the debit/credit card supplied by the leading guest.

Children under 16 years of age:

We are a strictly adult only guest house and the minimum age that we can accept a young person is from the age of 16 .Our public liability Insurance does not cover children under this age, if we believe that a young person is under this age upon arrival then we cannot accept the booking unless photographic proof of the actual person and age can be provided full cost of the stay however will be charged to the leading guests credit/debit card.

Holiday insurance cover:

We recommend guests to take out either short or annual holiday insurance at the time of booking to cover their costs of cancellation. We operate a small 3 bedroomed guest house as our only income so any type of cancellation or breach of any of the above policies affects are livelihood, competitive tariffs and value for money that we offer so we have to rigidly stick to the above policies that you are agreeing with upon making a booking and paying a deposit.

