

## Terms & Conditions

As you will be aware we, along with the rest of the hospitality sector, have had to change the way we work in light of the recent health crisis. There are details of our changes outlined on our website [www.ghyllfarm.co.uk](http://www.ghyllfarm.co.uk) When making a booking you will be asked to confirm by email that you are happy to accept these revisions and continue with your booking.

**Booking Policy:** Due to recent events it has become apparent that we may need to contact guests at short notice for health, safety and welfare of guests and staff. It is a condition of booking that all guests provide a suitable method of contact. This will preferably be a monitored email address as mobile/cell phone signal is unreliable in the area.

**Food Policy:** Due to previous damage we cannot allow main meals or take-away food to be prepared, cooked or consumed in any of our rooms. Our dining room can be made available, if arranged with suitable notice. Should guests ignore this policy we will make a specialist cleaning charge and we reserve the right to cancel the booking with immediate effect. Payment for the whole booking will still be required as detailed in our cancellation policy.

**Smoking Policy:** No smoking or vaping in any of the rooms. Failure to comply with the smoking policy may cause actuation of the Fire Alarm and may result in an additional cleaning fee being levied.

**Children Policy:** No children under the age of 12 are allowed in rooms overnight unless sharing a room with an adult. In these cases we reserve the right to allocate rooms on a one adult plus one child basis.

**Pet Policy:** No pets. We cannot allow pets to be left in cars parked on our property overnight. If guests arrive with pets, having this intention, we reserve the right to cancel the booking with immediate effect. Payment for the whole booking will still be required as detailed in our cancellation policy.

**Accessibility Policy:** The B & B has split level access by stone steps and may not be suitable for active toddlers or those with mobility problems. Please contact us if you require further details.

**Group Policy:** No Stag or Hen Parties accepted

### Booking Terms

These Booking Terms apply to Ghyll Farm Bed & Breakfast, 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.

### **Bookings**

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 and received full payment of the total accommodation price quoted to You or, in the event that We require a deposit, when We have received full payment of the total value of the deposit or any other amount that We specify at the time of booking. The usual deposit required is 30% of the total booking cost.

Where a deposit is paid or any other amount that is less than the total value of the stay, the balance will be paid by You directly to Us on either check-in or check-out or at an earlier date if so requested by direct communication between You and Us. If balance is to be paid by cheque or bank transfer, that balance must be paid 7 days prior to arrival.

You must be able to enter into a legally binding contract and be over 18yrs to make a Booking.

Bookings must be paid for using an acceptable and valid credit or debit card or via PayPal or any other payment type specified.

Offline bookings may be paid by card or bank transfer.

For any bookings arranged through an agent i.e. Packhorse, Sherpa, Contours, Macs Adventure or Alpine Exploratory etc. all payment enquiries should be directed through your respective agent.

If you are paying any amount that is less than the total value of the stay, you will be required to pay the balance on arrival, or earlier if we contact you directly to request payment. You agree that you will pay any outstanding balance requested in advance if we contact you. We may also take a copy of a valid credit or debit card on check-in to cover any extras or hold a deposit for any damages incurred. If you do not have a valid credit or debit card, we reserve the right to request a cash deposit on check-in.

Our Card processing system may pre-authorise your balance payment. This will ring fence the payment but will not take any money until the balance is paid upon arrival. If payment is not taken upon arrival the pre-authorisation will automatically be removed.

## **Prices**

Rates are per room per night. 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 room nights, then the rates are subject to change.

## **Availability**

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation or a full refund.

## **Arrival and departure**

Check-in is from 16:00 to 20:00. Check-in times outside of those specified must be confirmed with Us prior to arrival. Check-out is by 10:00.

## **Cancellations**

If You cancel Your Booking more than 30 days before the scheduled check-in time on the date of arrival, there is no refund of any amount or any deposit paid.

If You cancel Your Booking within 30 days of the scheduled check-in time on the date of arrival, a cancellation fee equivalent to the full cost of the stay for each room booked, will be levied. For stays booked for three nights or longer, a cancellation fee of two nights per room booked will be applicable.

For cancellations due to confirmed Covid-19 related local or national lock-down a full refund of any deposit will be made. Proof of the circumstances may be required.

Direct bookings will benefit from our Flexible Reservation Policy. This means more flexible terms in the event of Covid-19 interfering with your plans. If you need to postpone your stay due to Covid-19, we agree to transfer your deposit to alternative dates without penalty (subject to availability). All we ask is that you let us know before arrival. Not only will you get a lower rate for booking direct, but communication between us is without third party complications. This way, we can offer a better level of service, taking into consideration the individual needs of our guests.

If any guest has a positive Covid test or shows symptoms of a virus which could harm other guests or us, they must inform us immediately so a safe course of action can be agreed. They may be asked to leave the premises immediately, the stay will be invoiced. If you have any Covid symptoms or have been in contact with anyone who has the virus or symptoms before visiting our premises, please contact us directly so that we can cancel your reservation. This way, we can amend your reservation in accordance with our Flexible Reservation Policy.

To make a cancellation You must call us on +44 (1946) 861330 and provide Your name and check-in date and have details of Your credit or debit card available.

Amendments, to amend Your Booking, please call Us on +44 (1946) 861330. If you amend Your Booking within 48 hours of the scheduled check-in time on the date of arrival, and as a result You cancel any room night with less than 48 hours notice a charge equivalent to the total price (including any supplements selected by You) for that room night may be levied.

## **Conditions**

### **Conditions of stay**

We have some standard rules that are designed to ensure that we comply with regulations relating to matters such as fire, health and safety, and to enhance the comfort and wellbeing of our guests. If you would like to check our conditions of stay please contact us by email. We reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a disturbance or nuisance to other guests.

### **Liability**

Other than for death or personal injury caused 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 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.

### **Queries and Complaints**

If you have any queries or complaints in relation to the booking process, or our business, please contact us directly on 01946 861330.