

## Temple Lodge Guest House Terms & Conditions

**Welcome:** Thank you for choosing to book with Temple Lodge. We look forward to welcoming you. When you make this booking you are entering in to a legal agreement with us. Please read our terms and conditions of booking below.

**Deposit:** For all bookings we require one night's deposit. We will charge this to your debit/credit card and we will send you an email or letter confirming your booking.

**Prices:** The price includes accommodation plus any board indicated. Unless clearly stated on the booking form all extras such as additional meals, telephone calls, drinks, etc. are additional. We accept the following forms of payment: cash, cheque with banker's card, debit cards, credit cards.

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately. For cancellations made up to 10 days before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker. An administration fee of £10.00 will be charged for any refunds given.

**Non-availability:** We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

**Arrival:** Your accommodation will be available to you from 17.00 on the day of arrival, unless otherwise arranged. Please let us know if you plan to arrive after 21.00.

**Departure:** Please be ready to leave your accommodation by 10.00 on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable upon departure.

**Damages and Breakages:** Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. 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 of £100.00 if you failed to report this.

**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.

**Children:** Unfortunately we do not take children under the age of 12.

**Pets:** Pets are not permitted.

**Smoking:** Temple Lodge operates a strictly no smoking policy. Any breach of this policy will result in the immediate termination of the stay and no refund will be given for the duration of the booking.

**We look forward to welcoming you to Temple Lodge.**