

Bookings

- Reservations are not confirmed until a deposit is received by credit/debit card or cash. We do not accept cheques. Deposits are non-refundable.
- A deposit equal to the cost of the first night is required to secure a booking.
- When you make your booking and we have received the required deposit/taken a debit or credit card number to secure the booking, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances.
- Once a reservation has been made any changes (such as a reduction of days or changes of dates or change of room type) is deemed a cancellation of the original reservation and as such the deposit may be forfeited - the application of it to the altered booking is entirely at our discretion. Changes such as additional days are not deemed cancellations and therefore if the accommodation is available the deposit is carried forward.
- You may still remain liable to pay in full or in part for the booking, even if you are unable to take your holiday. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost.
- If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let your room and minimise your loss.
- You should take out cancellation insurance to protect you against possible loss.

Notice Period and Charges for Cancellations

- The full charges will be due for your reservation if cancellation is within 14 days of arrival. A "no show" will be charged in full.
- If the period of cancellation notice is within 15-35 days of arrival, there will be a 50% charge of the total booking fee.
- At Weekends in July, August and Bank Holidays there is normally a requirement for a minimum of 2 nights stays. However please ask for availability of 1 night stays.

Arrivals and Departures

- Check in time is between 1pm and 4pm – please ring to arrange an alternative time if required. Where a later time of arrival has not been expressly agreed, we reserve the right to assign reserved rooms to other guests after 18:00.
- Guests are requested to vacate their rooms by 10am on the morning of departure.

Special Requirements

We must be informed at the time of booking of any special requirements or needs. We will endeavour to satisfy these but may not be able to accommodate all.

Smoking

Smoking is prohibited within any part of the building. Should any guest smoke within the premises, Rosebery House management reserve the right to:

- Ask the guest to leave, without compensation.
- Charge for any associated cleaning, repairs or loss of earnings

Guests are allowed to smoke in the garden.

Personal Possessions

We do not accept responsibility for loss of or damage to motor cars or other vehicles of any kind, or any property left in them. Luggage or personal belongings are the responsibility of guests. We are not liable for loss or damage to them. We may allow luggage to be left for a few hours after check out, but we are not liable in the event of something going missing or damaged.

Personal property left behind will be safely held for 2 months, pending instructions. Property will only be forwarded at owner's expense.

Pets

No pets are allowed.

Guest Obligations

Guests have an obligation to ensure that:

- they comply with directions on all notices posted in the Guest House, such as fire notices
- they do not leave or render any part of the Guest House insecure
- they leave the keys at reception when they check out the Guest House
- Any key or keys lost will be charged at full replacement cost
- Any damage caused to the property by any guest will render them liable to the full cost of repair and replacement.

General

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances, our liability would not extend beyond this refund.

We reserve the right to cancel any stay or booking found to be in violation of our terms and conditions, or behaving in an anti-social manner, which could upsets other guests and staff.

By booking at Rosebery House, you accept our terms and conditions.