

THE BEECHES BED & BREAKFAST

TERMS & CONDITIONS

IMPORTANT BOOKING INFORMATION

Please read this information before staying with us as it is our terms and conditions.

TELEPHONE/ONLINE ENQUIRIES:

To book by telephone please ring Christine or Ian on **01626 866345** and we be will happy to help you. For online enquiries please follow the link on our web site 'stay@thebeechesbandb.co.uk'

Please check your Junk folder for your reply and set your spam filters to accept emails from thebeechebandb.co.uk

BOOKING TERMS AND CONDITIONS:

1. BOOKING:

To make a booking we ask for a deposit of £50 per room which is non-refundable.

Minimum 2 night stay

Please make your cheques payable to '**The Beeches Bed and Breakfast**'.

In addition, most major credit/debit cards are acceptable, {not American Express}

2.2. CONFIRMATION:

Following the receipt of your deposit, confirmation of your reservation will be sent by post or email.

3. PAYMENT OF BALANCE:

We ask for the balance to be paid on arrival.

4 CHANGING YOUR BOOKING:

We recognise that sometimes our Guests may have to alter bookings due to unforeseen circumstances and we will assist whenever possible. This may incur a charge for admin.

5. CANCELLATION:

- Deposits of £50 per room are non refundable
- All reservations cancelled within 7 days will be charged at half the cost of the stay, charged to the card details provided at time of booking.
- All reservations cancelled within 48 hours of arrival will be charge at the full cost of the stay, charged to the card details provided at time of booking.
- Non Arrivals will be charged the full cost of the stay, charged to the card details provided at time of booking.
- No refund is given if you reduce the length of stay prior to or after arrival.
- Holiday Cancellation Insurance is recommended

ARRIVALS AND DEPARTURES:

Our rooms are available from 1pm on the day of arrival and must be vacated by 10am on the day of departure.

Please let us know your estimated time of arrival on booking.

PRICES:

Our cost of accommodation includes the following:

- **Bed linen, Towels, Toiletries**
- **Electricity, hot water and central heating**
- **Full English Breakfast,**
- **Tea /Coffee Making Facilities in your Room**

PETS:

We are sorry but we are unable to accommodate pets.

CHILDREN:

We welcome all well behaved children 8 years and over

SMOKING/VAPING:

There is a strictly NO SMOKING OR VAPING policy on the premises also no naked flames (candles etc.) are allowed in our rooms.

DAMAGES & BREAKAGES:

Please enjoy your stay but we would ask that you take care when staying in our home as we will hold you responsible for any breakages or damage.

Please let us know of any incidents as they occur as we will not make any charge for minor breakages or damage if accidental.

However, we may have to ask for payment or send an invoice for repair or making good if the damage or breakage is significant.

NOISE LEVELS:

We always ask that noise levels are kept to a minimum, especially after 10pm with regards to TV, raised voices, and door shutting etc. This helps us to make sure everyone's stay is enjoyable.

ALCOHOL:

In addition and also for the above reason, we will not accept unreasonable behaviour resulting from excess alcohol and in extreme circumstances you will be asked to leave.

PRIVACY POLICY:

Any data collected during the course of your stay will be kept on our files and, with your permission, we may from time to time contact you about any of our promotions or offers.

Please let us assure you that we will NOT share your details with any third parties.

Finally... we would like to thank you for choosing to book with The Beeches.

Christine and Ian look forward to meeting you soon and hope you will enjoy your stay with us in Dawlish.