

# *Ashdene Guest House*

## Terms and Conditions.

Thank you for choosing to book with Ashdene Guest House, due to Covid-19 and government guidance we have had to change the way in which we operate; but we are pleased to be open again and are really looking forward to welcoming you. When you make this booking, you are entering into an agreement with us. Please read our terms and conditions of booking below.

### **Arrival:**

Check in is from 16.00 (4pm) until 19.00 (7pm) on the day of your arrival. If you would prefer to arrive earlier or later than this, please call us to discuss.

### **Departure:**

Our checkout time is 10 am on the day of your departure.

### **Prices:**

Our price includes your accommodation on a bed and breakfast basis, so includes breakfast, WIFI, hospitality tray, linen & towels, hairdryers, car parking. (fans, cots etc on request only)

### **Deposit & Payment**

A 10% non-refundable deposit is required when booking, full payment is due on arrival; we will provide a written confirmation of the reservation and payment on request. Payment can be made by card, bank transfer or cash.

### **Damages and Breakages:**

Please take care with our home. You are responsible and liable for any breakages or damage 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, or we have not been advised.

NB: Any items either on display or being used in the running of our business, belong to us. Anything which is removed without prior agreement will be charged.

### **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, our employees or contractors whilst acting in the course of employment.

### **Cancellation.**

In the unfortunate event you need to cancel, then any payment with the exception of the 10% on line deposit is refundable in full, if you cancel your reservation at least 7 days before your check in date. If a booking is cancelled less than 7 days from arrival

date, the whole booking fee is non-refundable. However, if we manage to sell the nights which have been cancelled at short notice, then you will be re-reimbursed for the nights that have been re-sold. Failing to take up your booking without cancelling renders you liable for the total amount of your stay. If you are concerned about cancellation, you may wish to take out insurance.

### **Force Majeure**

If the Guest House is prevented or hindered from carrying out its obligations here by circumstances beyond its reasonable control including (without prejudice to the generality or foregoing) government intervention, strikes, labour disputes, accidents, acts of god, national or local disasters or war, then the Guest House liability to the client shall be no greater than the amount paid to the Guest House by the client in respect of the accommodation. If for any reason beyond the Guest Houses reasonable control the accommodation reserved cannot be made available to the client, the Guest House reserves the right to substitute similar or comparable accommodation; and such a substitution shall be accepted by the clients as satisfactory performance by the guest house of its obligations hereunder to provide the accommodation reserved. Note- at peak times it may not be possible to book suitable alternative accommodation, under these circumstances the Guest House liability will be strictly limited to return of the deposit or pre-payment made.

*Ian & Cathy Lee  
Ashdene Guest House*

## **COVID-19 Guidance.**

We are really looking forward to welcoming our guests into a safe environment, all of our staff are committed to upholding the highest hygiene standards possible and have been trained in the new cleanliness standards. Staying safe, Hygiene and Maintaining Social Distancing will be at the core of everything we do. We have produced a detailed Risk Assessment and met all Industry Standards in association with The National Tourist Organisations of Great Britain and Northern Ireland regarding this virus. **We're Good To Go.**

We will be operating a “non-contact” check in process with all payments being completed prior to your arrival, the same for the check-out process. When you arrive your room key will be waiting for you and after a short registration process you may proceed to your room.

We are confident that we have all procedures in place to stay safe, we will be continually adapting and changing our procedures in line with the government guidance. We look forward to welcoming you back soon, however in the meantime please stay safe and well.

*Ian & Cathy Lee*