

❖ **Booking & Cancellation Policy.**

1:1 The Acorns shall require a deposit of a minimum of 25% of the total cost. If 1/2/3 nights are booked then the first night rate will be required.

1:2 The deposit is non-refundable, except in the case of cancellation by the Guest House as outlined in clause 1:7.

1:3 Acceptance of a booking, whether verbally or written, followed by a deposit payment shall create a legally binding agreement between the Guest House & the Guest.

1:4 No refunds/allowances will be given for late or non arrivals or early departures, meals not taken or facilities not used.

1:5 In the event of a late cancellation by the Guest, a cancellation fee shall be required. A late cancellation is one made less than 48 hours prior to the arrival date.

1:6 The Guest House will endeavour to re-let the room(s) in the event of a cancellation, however, if the room(s) are not re-let then the cancellation fee shall be equivalent to the first night tariff or 25% of the total cost, whichever is the greater.

1:7 The Guest House reserves the right to cancel a booking forthwith & without liability on its part, in the event of damage/destruction of the building, loss of power supply, any shortages of labour or food supplies, or any other cause beyond the control of the Guest House which shall prevent it from honouring its obligations to the Guest. In such circumstances the Guest House will refund the deposit made but will have no further liability to the Guest.

❖ **Payment/ Prices.**

2:1 Payment of the bill for accommodation & any other services shall be made prior to the departure date from the Guest House.

2:2 All prices & balances are stated in & should be paid in Pounds Sterling. VAT not applicable as we are not VAT registered.

❖ **Occupancy.**

3:1 Rooms will be available from 1pm on the arrival date, however an approximate time of arrival will be agreed at the time of booking.

3:2 Departure time – before 10-30am.

3:3 The number of people occupying a room must not exceed the designated amount.

❖ **Loss of or damage to Guest Property.**

4:1 The Guest House does not accept responsibility for loss/damage to any cash, jewellery or any other articles of value.

4:2 The Guest House does not accept responsibility for loss/damage to motor cars or any other vehicles of any kind or any property lost/damaged in them.