Terms and Conditions

Current terms and conditions to be found on the Fern Howe Guest House website

Reservations

All bookings with Fern Howe Guest House form a legally binding contract.

Any outstanding balance will be collected seven days ahead of the day of check-in using the card details entered at the time of booking. Should guests wish for an alternative card to be used for payment they must contact the guest house before the day of arrival.
** NB. For non-direct bookings, made via a third party, payment is collected fourteen days before arrival*

Arrival and Departure Arrangements

The check-in time for arrivals is between 4pm and 10pm. Guests are requested to state their estimated time of arrival at the time of booking. Should you require a later check-in time please contact us directly at the time of booking and we will do our best to accommodate you. Should you require an earlier arrival time, we may be able to store your luggage for you, but your room may not be ready until later in the day – in the event of this being the case we will take your luggage to your room when it is ready.

Check-ins will be conducted on a self-check-in basis. Details of which will be sent directly to guests prior to the arrival day. This will include the requirement for guests to complete an online registration form ahead of the arrival day.

If a guest arrives earlier than their requested check-in time it cannot be guaranteed that their room will be ready. Departures are to be made by 10am.

Cancellations

Cancellations ***without*** Refund Protect option (Direct Bookings)
Cancellations made 14-8 days before the first day of stay will incur a charge equal to 50% of the total booking value (direct bookings).
Cancellations made 7 days or less before the first day of stay, or in the case of non-arrival, will incur a charge equal to the cost of the full booking (direct bookings).

Cancellations ***with*** Refund Protect option (Direct Bookings)
Receive a 100% refund if you cannot attend for one of the many reasons in these Terms and Conditions (click on hyperlink for Refund Protect's terms and conditions), which you accept when you upgrade to a Refundable Booking.
Refundable Bookings is available when booking direct through our website and all refund requests are managed by Refund Protect.
Refundable Bookings is a product provided by a third party: Refund Protect. All bookings that are made with the Refund Protect option are done so with the understanding that refund requests are processed solely by Refund Protect. Guests requiring a refund via this option must contact Fern Howe Guest House first in order to cancel their reservation, and then Refund Protect in order to process the refund.

In the case of delayed arrivals of early departures, we cannot provide credit for nights and/or meals not taken.
We reserve the right to cancel a booking and to provide a full refund in the event of unforeseen circumstances.

In the event of a guest/guests causing discomfort or distress to others, or for not following Fern Howe Guest House's policies, we reserve the right to terminate the stay of that guest/those guests, without being liable to issue a refund or compensation.
In the event of not being able to supply guests' first choice of accommodation we reserve the right to change the room if necessary, via communication with the guest(s). If this entails an upgrade, the guest(s) will not be charged extra.
In the event of a guest's stay being cut short, the guest is liable to still pay the full booking total. For such an event, and in case of cancellation prior to the check-in date, it is strongly recommended that guests take out holiday insurance.

**Please note that any bookings not made directly with us, but via a third party, are subject to inferior cancellation policies*

Breakfast

Breakfast is served at seating times of 7.45am and 8.15am.
Guests will be asked to pre-order their breakfasts before 6pm the night before (or upon arrival if the check-in time is later than this) – this is to avoid wastage, in line with our sustainability policy, and to ensure that guests' food is as freshly cooked as possible. If guests do not submit a breakfast pre-order form for the following morning, it will be assumed that they do not require any.

Privacy

All information collected by Fern Howe Guest House is kept securely and we do not pass on guest information to third parties (unless Refundable Booking option has been selected, in which case the required information is shared with Refund Protect, for the purposes of cover supplied by them). By supplying information to us, guests consent to it being stored for a relevant period of time so that services can be provided accordingly. All information is held in accordance of the Data Protection Act 1998 and the General Data Protection Regulation 2018.
Guests will be contacted by Fern Howe Guest House using the details provided to confirm bookings and to answer any enquiries.
Under the Immigration (Hotel Records) Order 1972 we are required to keep a record of all guests over the age of 16. This information includes guests' names and nationality. For those guests who are not British, Irish or Commonwealth, the required information also includes passport number and place of issue (or other document which confirms identity and nationality) and details of next destination. These details are required to be kept for at least 12 months.
All information on the Fern Howe Guest House website is correct at the time of publication and permissions have been sought where necessary for information linking to third parties. Where details relating to third parties has been included, this does not constitute an acceptance of responsibility for information provided by those companies. The guest house will not be held liable for any loss or damage caused by a reliance upon the information contained within this website.
In order to further connect with our guests, we will, periodically, send out emails, using the details provided to us at the time of booking should guests opt in to this via the online registration form. Guests can opt out of these emails at any time by contacting us at contact@fernhowe.co.uk or by using the unsubscribe link within any of the emails.

Pets
Fern Howe Guest House does not accept guests' pets.

Parking
Complimentary parking is available onsite. Parking spaces are limited to one vehicle per guest room booked. All cars must be parked within the marked parking spaces only - any cars not parked within the spaces, or causing obstruction to other vehicles may be removed, with the cost being charged to the reservation.

Parking bays are able to accommodate most cars and small vans. Larger vehicles may be accommodated; however, we advise that you check in advance. Offsite parking is also available within Braithwaite village.

Guests make use of the car park at their own risk and the management of Fern Howe Guest House does not accept responsibility for any damage or lost to guests' property.

Smoking
Fern Howe Guest House is a strictly no smoking property under the Health Act 2006, which includes all guest and communal rooms within the property, along with all outside areas. This policy includes all types of cigarettes, to include e-cigarettes. The use of candles, incense burners and oil burners are also not permitted.
Should any guest ignore this policy, a £150 cleaning fee will be charged per room affected to the guest(s) concerned. The guest(s) may also be asked to leave, without a refund.

Lights
Guests are asked to ensure room lights are switched off when the room is unoccupied.

Access to the building
Upon check-in guests are issued with a room card, giving access to their room and the front door. Guests are to ensure that all doors are closed and locked upon leaving their room and the building.

Guests are not permitted to allow access to any person, other than those within their party who have checked-in and have been included within the registration form.

Breakages, damages and loss
Guests will be charged for any breakages, damages and loss of/to the property of Fern Howe Guest House. In such circumstances, the affected guest(s) may also be asked to leave, with no refund given.

Bike storage
Guests who make use of the secure bike store at the guest house do so at their own risk. Fern Howe Guest House accept no responsibility for any loss or damage to guests' bicycles and associated equipment. Guests using the store are also required to ensure that they securely lock the store at each use and take good care of the key issued. Any lost keys will incur a charge which covers the cost of replacing the lock and the full set of keys.

Occupancy within each guest room
It is strictly only permissible to have the number of guests staying within a room in accordance with the maximum room occupancy outlined on the Fern Howe Guest House website. Each guest must

also be accounted for on the online registration form. The only exception to additional guests is in the form of those explicitly agreed by the guest house ahead of arrival, i.e. young children, for whom an additional fee has been paid when booking an additional cot within a room. Any guests, of any age, found to be staying within the guest house who have not been authorised by Fern Howe Guest House will incur a proportional charge and the full party may be asked to leave.

Fix the Fells and Cumbria Wildlife Trust Donations - Gift Aid

I agree to the following when choosing to Gift Aid my donation to Fix the Fells and/or Cumbria Wildlife Trust:
I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

My name and address can be passed to the Lake District Foundation and/or Cumbria Wildlife Trust in order to claim Gift Aid on my donation.