



## **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. Deposits will be taken at the time of reservation to secure the booking. The deposit will be to the value of the first night's stay.

All weekend bookings require a minimum stay of two nights. All bank holiday bookings require a minimum stay of three nights – this is extended to a minimum of four nights stay during the Easter bank holiday.

The remaining balance of all bookings must be paid in full prior to departure via a valid credit card, debit card or cash.

### **Arrival and Departure Arrangements**

The check-in time for arrivals is between 1pm and 2pm. 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 can store your luggage for you and issue you with your key, 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.

Departures are to be made by 10am, with all remaining balances to be paid at that point.

### **Cancellations**

Cancellations made 30-15 days before the first day of stay will incur a charge equal to one night's stay.

Cancellations made 14 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.

In the case of delayed arrivals or 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 other customers, 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.

## **Breakfast**

Breakfast is served between 7.45am and 8.15am for cooked breakfasts and between 7.45am and 8.30am for continental breakfasts. Breakfast sittings are at 7.45am, 8am and 8.15am. Guests will be asked to pre-order their breakfasts before 9pm the night before – 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 pre-order their breakfasts the previous day's requests will be used, where available. Failing this, continental options may only be available to those guests.

## **Privacy**

All information collected by Fern Howe Guest House is kept securely and we do not pass on guest information to third parties. 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 or via our online opt-in option. Guests can opt out of these emails at any time by contacting us at [contact@fernhowe.co.uk](mailto:contact@fernhowe.co.uk).

## **Pets**

Fern Howe Guest House does not accept pets, with the exception of assistance dogs.

## **Parking**

Complimentary parking is available onsite. 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 is also not permitted.

Should any guest ignore this policy, a £100 cleaning fee will be charged per room affected to the guest(s) concerned.