

Bradda Garden Room Terms and Conditions

Insurance

It is your responsibility to ensure that any travel insurance cover you have provides adequate cover for your needs and for the duration of your stay. This includes cancellation for Covid 19 which should now be covered by your travel insurance. If you cancel your booking, you will be asked to contact your insurance provider so please ensure you have some in place.

Booking and Payment

By booking a room at Bradda Garden Room B&B, you are agreeing that you and all members of your party agree to and are bound by the Terms & Conditions detailed below. Your reservation is made with "Bradda Garden Room" and represents a legally binding contract between you and Bradda Garden Room.

Please note, if you have made your booking via a third party website (eg Airbnb), your contract of booking is with us and not them, and therefore our detailed Terms & Conditions published on our own website (Bradda Garden Room) will take precedence and you are bound by these automatically. You will also be sent a link to them in full in our own confirmation email. Should you not wish to be bound by these Terms & Conditions, you have a four hour window in which to cancel your booking free of charge without any penalty. Please note, the cheapest deal will always be found on our own website not via a third party booking website.

DEPOSIT: To confirm your direct with us reservation, a £50 deposit will be taken on booking with the balance due on check in. Where full payment is due, owing to a shorter period before commencement, this will be made clear on booking. We reserve the right to charge your card as detailed in our cancellation policy in the event of a no-show or should the booking be cancelled by you within seven days of check in. By entering into this contract you are authorising us to make these charges without additional consent being required.

We also reserve the right to pre-authorise an amount equal to the remaining balance up to seven days before your check in date to ensure a guarantee of funds available.

You will receive an email confirmation of your booking. Please check this carefully – it is your responsibility to contact us immediately if any details are incorrect. We are not responsible for any details you have omitted to tell us and not bound to keep your booking if our property is not suitable for you. For instance if you are unable to use stairs. See our **accessibility statement** for details.

For guests who arrive and book in person for the same day, full payment will be taken up front. If paying in cash, a pre-authorisation will still be taken on a credit card and additional ID may be required and a copy held on file.

Cancellation Policy

A cancellation must be made in writing by email.

More than 14 days notice – we will make no charge for this other than initial deposit. If you wish, you may use your deposit to re-book for another date, or will offer you a voucher for Bradda Garden Room which can be used towards your next stay with us and will be valid for twelve months from issue.

Less than 14 days notice - you will not be refunded. We strongly advise our guests to take out suitable holiday cancellation insurance to cover their stay for any unforeseen circumstances. At our discretion, if given more than 48 hours notice, we may be able to re-book you for another date and carry your deposit forward but this is not guaranteed.

Non-arrival (no-show) for a booking will be treated as a cancellation and the full booking value will be charged, regardless of the reason – you will be advised to claim against your travel insurance.

Airbnb bookings are subject to their own cancellation policy and we will honour this in the event of cancellation.

3pm is classed as check in time for the purposes of cancellations.

We reserve the right to cancel or amend a booking in the event of circumstances beyond our control, and provide an alternative of an equal value or a full refund of any monies paid.

Should you need to curtail your stay and leave earlier than planned, the total value of your entire stay will still be due.

PLEASE NOTE - if you booked a special rate or non-refundable package, or offer, then the above cancellation terms may not apply. Please refer to your offer booking conditions.

Changing your Booking

Should you request to change the dates of your booking, this will be subject to availability and may be subject to a higher room price. Changes made 14 days or less from the date of check in are classed as a cancellation of booking and are subject to our cancellation terms & conditions - ie the deposit will be retained. Changes outside of the seven day period may be liable to an admin charge.

Check In/Out Times

Check in is between 3pm & 7pm and check out is by 10:30am. An early check in option may be available and we will message you to confirm this. Should you not book early check in and arrive before 3pm, we cannot guarantee entry to the building or your room. If you plan to arrive later than 7pm, we may be able to arrange later access, however, this is not guaranteed and is only by prior arrangement.

Circumstances Beyond Our Control

We cannot accept responsibility for unforeseen circumstances beyond our control. These include (but are not limited to) adverse weather conditions, fire, riot, war, pandemic, terrorist activity (or threat of such activity), industrial dispute, natural disaster, or injuries and death of an individual(s) through accidental circumstances unconnected with Bradda Garden Room

By making a booking you are accepting responsibility for any damage or loss caused by yourself or a member of your party. Full payment for any such damage or loss must be paid to the provider upon demand. If you fail to do so, you will be responsible for meeting any claims subsequently made (together with our own and the other party's full legal costs) as a result of your actions. Any issue caused by you, whether accidental or on purpose which restricts our ability to re-sell your room on future dates may be liable to compensation to be paid to us.

Medical Conditions

If you or any member of your party has a medical problem, allergy or disability which may affect your stay, please call us to advise us so that we can make provision for the particular need(s) of the person(s) concerned, or advise you if we are unable to make such provision. If details are not provided to us at the time of booking, Bradda Garden Room reserves the right to cancel the booking should it be unable to make appropriate provision for a specific need or needs. Our comprehensive Accessibility Guide can be viewed [here](#).

Offers

Please note that special offers are available on room prices and packages from time to time but cannot be used in conjunction with any other offer, reduced rate or special deal. Some offers require full payment on booking – these offers are non-cancellable, non-changeable and non-refundable and 100% of the total booking will be charged in the event of cancellation or no-show. Vouchers cannot be used to book offers. Offers are subject to availability and can be changed or withdrawn at any time. Offers are only applicable when booked direct by phone or on our own website. Normal booking and cancellation Terms & Conditions apply unless otherwise stated. Offers cannot be added retrospectively and must be quoted at the time of booking and are applicable to new bookings only. Cancelling and re-booking with an offer will be classed as a repeat booking and not a new booking. Offers are not automatically applied and must be quoted in order to be claimed. VIP discounts and benefits are unable to be used along with an offer.

Prices

We operate a dynamic pricing system which means our room prices are "fluid" and can vary according to demand. All prices are correct and subject to availability at the time of booking. Prices may change at any time without prior warning or notice but cannot be amended once booked. **Please note that the best price is ALWAYS available via our own website via our Price Guarantee.** Any prices quoted on our website are a guide only. To view the exact price per room per night, press "Book Now" on any page and input your dates into our live availability booking system.

General Terms & Conditions:

Alcohol

Guests are welcome to consume your own drinks in the privacy of your bedroom or in the garden, for which we supply a fridge, glasses and bottle opener.

Best Rate Guarantee

We will not be beaten on price or the deals we offer via any third party website - guaranteed. Please call or email us if you think you have found a better deal elsewhere.

Chewing Gum

Chewing gum is not allowed in any part of the building or grounds.

Children

We do not accept children under the age of 18.

Damage

We reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to Bradda Garden Room, or the fabric of the house itself, damaged either willfully or because reasonable precautions have not been taken. If we are unable to re-sell a bedroom due to damage, you may be liable for the costs associated.

Dogs

We are happy to accept dogs by prior arrangement only at an extra charge of £30 per stay to cover the extra cleaning required to ensure the property is thoroughly clear of hair, etc. For the comfort of other guests, dogs must not be allowed on beds and furniture. We require guests who bring dogs to be respectful of our garden and neighbours. Dogs must be on a lead within the garden at all times. Owners must pick up dog poo and put it in the bin inside a bag. We have our own male, un-neutered dog so you must not bring a dog in heat to the property.

En-suite

Bradda Garden Room is fully ensuite.

Fire Alarm Test

Our alarm is tested on Wednesday mornings, under normal

circumstances, outside this time, please evacuate the building as per our procedure.

Food

Evening meals are not available at Bradda Garden Room, however, we are spoilt in the area with the number of restaurants covering all types of food and budget, many of which are within walking distance. We are happy to advise on these and book tables. We would always advise booking to avoid disappointment. Apart from breakfast, no other meals or snacks are available.

Footwear

No stiletto heels are to be worn as these can damage some floor coverings.

Garden

We have a lovely tropical style garden and gazebo at the front of the building which is ideal to read the paper or enjoy a drink in the sun and is for guest use. We try to stay out of that area other than for gardening during the day. Please keep your dog out of the pond, the frogs get stressed.

Lost Keys

On check in, you will be issued with a key ring which opens your front door. It is your responsibility to ensure safety of your key ring at all times and return it at the end of your stay on check out. Failure to do so, to return keys within 7 days or loss of key fob will be subject to a minimum lost key charge of £5

Lost Property

Any lost property items will be disposed of at the end of the subsequent month after which the visit took place. Should you wish an item to be returned to you, a minimum charge of £10 will be charged to cover postage, packing and administration (usually payable by BACS). It is your responsibility to contact us should you think you may have left an item behind. Items sent will be by the cheapest method available. Should you require a particular courier or insurance level, please advise us. We hold no responsibility for the loss or damage of your item whilst in transit.

Parking

We have enough car parking space for one space per guest room. We cannot accept liability for any damage or theft to vehicles whilst parked on our property. Please note, the space is designed for the "average" sized car. Space can become tight if more than one guest arrives in an estate or large 4x4 vehicle. If you have a van or larger vehicle please contact us to discuss before booking as parking cannot be guaranteed.

Smoking

We operate a strict no-smoking policy throughout the building and garden. Out of fairness to the next guest and to maintain our integrity as a clean and non-smoking establishment, please do not smoke in your bedroom. If we deem there to be a smell of smoke after your departure which disrupts or affects future bookings, we will make a charge to compensate us for this. It is usual for us to charge a minimum of an amount equal to a further night's stay.

Please note that vaporizers and e cigarettes are included in the above smoking policy.

Toilets

Sanitary bags are provided in the bathroom vanity stand to dispose of any items other than toilet paper. These should be disposed of in the bin provided.

Visitors

For fire regulations, the owners must be informed prior to any visitors arriving. Visitors must have left the premises by 10pm and must park on the road.

Vouchers

Bradda Garden Room vouchers are valid for 12 months from date of issue and will expire if a booking has not taken place by this date. Not redeemable for cash and no change given. Minimum stay and usual T&Cs will apply. In the unlikely event we are unable to fulfil your order within the quoted time (for instance if we are currently away from the business) we will email you as soon as possible to advise you and give you the option of a full refund if you are unable to wait. Emailed vouchers are in PDF format.

Wireless Internet Access

Wireless internet access is provided free of charge throughout the house and suitable for browsing, social network sites and streamed TV.

We respectfully ask guests not to bring games consoles, etc as these tend use all available bandwidth.

I accept the Terms & Conditions.

Signed: