

## **Booking Policy**

### **Booking Direct**

If you are booking direct with Warrens by telephone or email, a credit or debit card is required at the time to secure your reservation. You can settle your account using an alternative payment method if you wish by Credit Card (£2.00 surcharge), Debit Card or Cash. Sorry we no longer accept Personal or Company Cheques.

Please note: We do not accept Hen, Stag or single sex groups.

### **Booking On-line**

Full payment is taken at the time of the booking from the credit/debit card details given and a receipt emailed to confirm the booking and payment.

Please note: We do not accept Hen, Stag or single sex groups, if you are unsure please telephone Warrens.

### **Cancellations**

A secured booking represents a contract between the guest and Warrens Guest House. In the event of a cancelled booking there will be no cancellation charge if a booking is cancelled before 10am local time 2 days before your date of arrival. If the booking is cancelled later you will be charged 90% for the entire cost of the booking. Guests failing to arrive without notification will be responsible for the entire cost of the booking. Curtailment of Stay - No Refunds Given. Please ensure you have taken out adequate holiday insurance to cover your stay.

### **On-Line Cancellations**

If you have booked and paid on-line you will need to contact the agency you booked with to cancel your booking. Once Warrens has received confirmation of the cancellation and a reference number from the agency your card will be refunded. In the event of a cancelled booking there will be no cancellation charge if a booking is cancelled before 10am local time 2 days before your date of arrival. If the booking is cancelled later you will be charged 90% for the entire cost of the booking. Guests failing to arrive without notification will be responsible for the entire cost of the booking. Curtailment of Stay - No Refunds Given. Please ensure you have taken out adequate holiday insurance to cover your stay

**We strongly recommend that guests take out travel/cancellation insurance.**

### **Check-In**

You can check-in between 1pm and 8pm. Our reception is not permanently staffed. Please confirm your time of arrival and mobile number when booking to ensure there is someone here to check you in. Our reception is closed after 9pm. Rooms are generally ready from 1pm, you are welcome to leave your car and luggage if your room is not ready on arrival.

### **Check-Out**

Check-Out is by 10am on the day of departure.

We endeavour to ensure that rooms are ready by 1pm for new arrivals.

To maintain our high standards all rooms are checked following check out. The cardholder is deemed to be responsible for their actions and those of any of their party. Warrens reserves the right to replace, with new, any missing, damaged or soiled items, any additional cleaning will be charged appropriately and may include any cost for loss of business. The cost of the replacement or cleaning will be charged against the card used to secure the room.

### **Car Park**

Our car park is free of charge for residents during the duration of their stay. Car parking spaces are on a first come, first served basis. However at times it may be necessary to issue you with a permit to park on the road. Please mention at the time if you have a large vehicle.

### **No Smoking**

For the comfort and benefit of our Guests Warrens is a strictly non-smoking establishment. Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £200 for specialist cleaning to your room. Payment will be taken from the card used to secure the room.

### **Pets**

Sorry we do not accept pets. Assistance Dogs are welcome.