



## **Terms and Conditions**

Thank you for booking with Thorngreen. Please read the terms and conditions of this booking below.

### Price

Price includes accommodation and breakfast. We accept the following forms of payment: cash, cheque with bank card, debit cards and credit cards. We do not accept AMEX or Diners Club cards.

### Deposit

When you make a reservation we will take one night's tariff per room as a non-refundable deposit.

### Cancellation and Insurance

If you need to cancel a booking, please contact us as soon as possible.

If you are needing to change or cancel your booking we will make every effort to re-sell the booking. If this is not possible then the following details clarify our policy:

If a reservation is cancelled more than 14 days before arrival only the deposit will be retained.

If the reservation is cancelled within 14 days of arrival we reserve the right to retain the deposit and full balance for the nights reserved.

In the event of a multiple reservation being cancelled the person initially responsible for the reservation will be liable for any outstanding balance.

We recommend you consider holiday insurance that includes cancellation clauses.

### Non-Availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would make every effort to offer you alternative accommodation, however if this was not possible or unacceptable to you then we would refund all monies paid by you. Our liability would not extend beyond this refund.

### Arrival

Check in is between 4pm and 7pm. If you require something earlier, please let us know at the time of booking. Please let us know if you plan to arrive after 10pm so that we can plan accordingly.

### Parking

Free street parking is available in the streets around Thorngreen.

### Breakfast/snacks

Please let us know about ANY food allergies you may have whilst booking and when you arrive. Breakfasts, biscuits and cakes for guests are prepared without the use of nuts and nut products.

### Hot Food

Take away food is not permitted in the bedrooms. We can make the dining room available for the consumption of take away food. No cooking is permitted in bedrooms.

### Departure

Check out time is 10am on the day of your departure

### Damages and Breakages

We really hope you take care of our accommodation. Accidents do happen – so we ask you to let us know as soon as they occur so that we can deal with them. You are responsible and liable for any breakage or damage and whilst we do not normally charge for minor breakages we may send you an invoice for repair or making good if the damage or breakage is significant.

A charge of £20 will be levied for replacement room keys should the need arise.

### Liability

We do not accept any liability for any damages, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves, or contractors whilst acting in the course of employment.

### Children

We are unable to accept children under the age of 14. We do not have a family room so multiple rooms would need to be booked if you are travelling with children over this age. There are no discounts for children aged 14-18 years.

### Pets

We do not accept pets at Thorngreen. It should be noted that this is our family home and we do have a dog who is kept in our own quarters. If you suffer from an allergy to dogs please take this into consideration if you choose to book with us.

### Smoking

Smoking and vaping are strictly forbidden throughout the house. Any person found smoking will be asked to leave immediately and a surcharge of £150 will be charged to cover the cost of cleaning the room.

### Data

Any data gathered as a result of this booking may be held on computer. You can ask to see the data. We will never share the data with third parties.