

Bramwood Guesthouse

TERMS AND CONDITIONS OF BOOKING

Policy

1. Check in is between 15:00 and 19:00 unless otherwise arranged in advance. On the day of departure rooms must be vacated by 10:30 unless otherwise arranged in advance.
2. Children aged 10 or over are welcome.
3. Pets are not allowed.
4. Smoking is not permitted anywhere within the property or the garden.
5. Groups are accepted up to a maximum of 14 people. We do not accept bookings for Stag or Hen groups.
6. Limited parking is available on site and is free of charge. A parking space is not guaranteed. On street parking is available and is free of charge.

Payment Conditions

A deposit equal to the cost of the first night of the stay is required. The deposit will only be refunded according to the cancellation conditions. The full booking balance can be paid on departure. Payments by cash, bacs, and the following cards:

- Visa
- Mastercard

Cancellation Conditions

If a booking is cancelled less than 1 day before arrival then a charge equal to the full booking cost will be made. If a booking is cancelled less than 5 days before arrival then a charge equal to the cost of the first night of the stay will be made. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged. If we have to cancel the booking the deposit will be refunded.

Individual requirements

If you or any member of your party has any specific requirement of the guest house facilities, or any disability, please inform us at the time of booking, or as soon as possible thereafter, so that we may discuss any individual requirements.

Damage to Premises

Please report to us as soon as possible any breakages, spillages or damage. We reserve the right to ask you to contribute to the cost of replacement, cleaning, or repair to any item which cannot be regarded as reasonable wear and tear.

If we have to take a room out of use as a result of damage caused by you or any member of your party then we reserve the right to charge a sum equivalent to the cost of a one night booking while the room is restored to a condition in which it can be let. Damage in this context includes smoking in the room.

Vouchers

Vouchers are non-refundable, non-transferable and may not be resold. Vouchers are single use only. A voucher does not guarantee a parking space.