

# Hill on the Wall - Booking Terms & Conditions...

By booking your holiday/trip with Hill on the Wall B&B Guest House you agree to the following terms and conditions:

## Payment

A deposit of £30 per stay is payable when booking. We will send you a confirmation, by post or email, upon receipt of this deposit. The balance is due on departure.

## Cancellation and Insurance

Once you have booked your holiday, our agreement with you is a legal contract. If you cannot go on holiday and the room cannot be re-let, you are liable to pay for the booking in full, even if you cancel before paying the balance. If we succeed in re-letting the room for that same period, we will deduct from you what you owe us (or refund to you) any such rentals received less your deposit, which is always non-refundable. For these reasons we strongly recommend that you take out cancellation insurance for your holiday.

## Cancellation of one person on a booking without prior notice

If you make a booking for a room for two people, but only one person turns up, you will still be charged the full room rate for 2 people unless agreed in writing prior to your arrival.

## Non-availability as booked

We would only cancel your holiday if your room was unavailable for reasons beyond our reasonable control. We would attempt to offer you alternative accommodation, however if this was either not possible or not acceptable to you then we would refund to you all monies paid for the holiday. Our liability to you would not extend beyond this refund.

## Arrival

**PLEASE NOTE: Your room will be ready for you from 4:30pm on the day of your arrival, unless otherwise agreed in advance.** If you wish to arrive earlier, you MUST PRE-ARRANGE THIS AS WE WILL NOT BE AVAILABLE BEFORE THIS TIME OTHERWISE.

We will arrange for storage of your baggage until your room is available if pre-arranged only. Thank you.

## Departure

We strictly require that you vacate your room by 10:15am on the morning of your departure. To assist our cleaners, we ask that you leave the property in a clean and tidy condition.

## Liability

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, our employees or contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

## Complaints

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. Any unresolved disputes may be referred to arbitration.

## Damage and Breakages

You are responsible for any breakages or damage you may cause to the property and its contents. Please report these before you leave.

## Web Site and Brochure

We make every effort to ensure that the information contained on our web site and in our brochure and the accompanying leaflets are accurate.

We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

## Dogs

Sorry - Dogs are NOT permitted at Hill on the Wall.

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## **Smoking**

Hill on the Wall is strictly **NO SMOKING**. Anyone found smoking will be asked to desist, any further infringement and you will be asked to leave with no refund. Smoking will be permitted in designated outdoor areas, but we would ask that stubs would be contained and disposed of safely and not on the ground.

If you have any questions about our terms of booking, please contact use at the following e-mail address: [info@hillonthewall.co.uk](mailto:info@hillonthewall.co.uk).