

BOOKING TERMS AND CONDITIONS – PEBBLE HOUSE

Booking Conditions

When booking your accommodation with Pebble House, it is an advance purchase. A Credit/Debit card is required to secure your booking and a 50% Deposit is required at time of booking with the remaining balance due at least 14 days prior to your arrival date. Included in your Booking Total amount payable, there is a Booking/Cancellation fee of £50 which is non-refundable under any circumstances.

Cards accepted:

MasterCard, Visa, Visa Debit, Delta, Switch.

Minimum Length Of Stay

A minimum of two nights stay is required on Bookings

One night stays are subject to availability as we occasionally have single night openings, but are not visible on our website. Please call us direct to check for availability

We reserve the right to charge a Service Charge for Single Night Bookings of £35 per room

Cancellation Policy

Cancellations must be received in writing only, and if received more than 14 days prior to arrival, the 50% Deposit will be refunded to the card used at time of payment, less the Cancellation fee of £50. If Cancellations are received less than 14 days before the arrival date, the 50% Deposit will only be refunded minus the Cancellation fee of £50 if the accommodation is fully re-let. The change of date or shortening of a reservation will be deemed a Cancellation.

Life is full of surprises! You may wish to take out a Travel Insurance Policy to cover any eventuality

Check-In

Rooms will be ready for Check-in between 4pm and 6pm (***other times by prior arrangement only***). However guests are welcome to park their car **from 1pm** if arriving to explore the area earlier. Rooms can be pre-booked the night before at an extra charge to guarantee an early arrival.

As many previous Guests suggested to us, you may like to bring some slippers or indoor shoes with you (it is not obligatory) due to the light coloured carpets we have in most of our guest bedrooms and hopefully for you to feel very much at home with us.

Check-Out

We kindly request that bedrooms are vacated by 10.30am on the day of your departure and late departures will be charged for. However, by written agreement and subject to availability, a late checkout may be arranged, at an extra charge nearer the time of the guests' arrival date.

Children

We do not accommodate guests aged under 16 years old.

Damaged /missing items

Whilst we know accidents happen, should any damage be caused that may require

replacement, repair or servicing following your stay, the cost may be charged to you. We reserve the right to charge your credit or debit card for any damage caused to your room during your stay or for any items found to be missing when you leave

Behaviour of Guests

And their visitors should not be excessively rowdy and must not cause annoyance, distress or embarrassment to staff or fellow guests. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or a member of your party or visiting friends. This includes damage to Pebble House building, fixtures, fittings and flood damage

Booking Terms Compliance

Failure to comply with any of the booking conditions may result in the booking being cancelled or the guests being asked to leave immediately, if in our sole discretion, we feel the conditions have been infringed. The account will be due in full and no refunds will be given in these circumstances

Pricing and Availability Information

Website pricing and availability are subject to change without notice. Prices are correct at time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter

Liability

Personal Belongings are the responsibility of each guest. We accept no liability whatsoever for any accident, loss or damage to property unless such loss is due to our negligence. We cannot be held responsible for failure of public services (e.g. gas, water, electricity etc) or any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your stay with us is limited to the cost of the booking

Smoking

Pebble House is a completely No Smoking property in accordance with UK Law including bedrooms. Smoking can be undertaken outside on the second terrace, **not on the top terrace nearest to the Guest Rooms**. Smoking in your room will result in a deep cleaning charge of £200 being applied to your room account and charged accordingly. If the next occupant refuses to accept the room, you will be liable for the cost of alternative accommodation as well

Special Offers

Special offers cannot be used in conjunction with one another and are always subject to availability and maybe withdrawn without notice at any time. If the conditions are not fully met, then the standard tariff will apply. See our website for details of all our offers, and additional information, which may be updated throughout the year

Parking

Vehicles are parked at the owners' risk. Vehicle registration numbers must be given on arrival at check in

Pets

Sorry, we do not take pets even the cute ones. Assistance dogs are welcome, which must be advised to us at time of booking

We reserve the right to refuse any booking