

Pigeon House Cottage Bed and Breakfast

Terms & Conditions

Our terms and conditions are designed to be clear for our guests and ensure their comfort and wellbeing. If you would like more information relating to any aspect of these terms and conditions, please contact us on 07900 493887.

These terms apply to all bookings unless they are specifically varied in writing between the parties. By making a booking you are deemed to have accepted these terms and conditions.

Bookings - All bookings will be confirmed by email. Guests will be asked to pay a deposit to confirm their booking. They will be advised of the amount of the deposit required at that time. For periods of high demand this could be up to 100% of the cost.

Prices - Rates shown on our website are per room per night. This rate covers overnight occupancy of the selected room by one or two named adults for one night plus the following morning's breakfast. Rates do not include other supplements you may choose to incur during your stay. If you have selected supplements they will be added to the total price of the booking.

These prices are subject to variation at particular times of year and guests will be advised at the time of booking.

Availability - In the unlikely event that due to unforeseen circumstances we cannot deliver your requested accommodation, you will be offered alternative accommodation or a full refund of any amount already paid without any further liability.

Arrival and departure - Check-in is from 4.30 - 6.30 pm on the day of arrival. Check-in times outside these times may be arranged at the time of booking. Check-out is by 10:30 am on the date of departure.

Breakfast - A selection of continental and cooked breakfast is available which is served between 7:30 and 8:30 on weekdays and between 8:00 and 9:00 at weekends. If guests require breakfast earlier a cold alternative can be arranged with prior notice.

Cancellation Policy - Should you need to cancel or alter your booking, please inform us as soon as possible on 07900 493887.

- If you give us more than 28 days notice, there will be no charge.
- If you give us less than 28 days, but more than 7 days notice, and we are unable to re-let the room you will be charged 75% of the original booking cost.
- If you give us less than 7 days notice and we cannot re-let the room, you will be liable for the full, original cost of the booking.
- If you do not inform us of your intention to cancel, you will be liable to pay the full cost of the booking.

Payment - For all bookings, all additional goods and services purchased during your stay and any other balances due are required to be paid on the morning of departure.

It is our preference that you settle your account in cash or by direct bank transfer on departure. In the absence of settlement in this way we are able to issue a PayPal invoice for settlement by credit/debit card.

Liability - Other than for death or personal injury caused by our negligence or misrepresentation, our total liability to you is limited to the price of the booking and to the fullest extent permitted by law all warranties are excluded and in no circumstances will we be responsible for any indirect or special damages.

We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond our reasonable control.

Guests are responsible for any damage or loss caused to us or our property by their act, omission, default or neglect and guests agree to indemnify us and to pay us on demand the amount reasonably required to make good or remedy any such damage or loss. We reserve the right to charge your card even if such damage or loss is discovered after you have checked out.

We reserve the right to terminate your booking immediately without being liable for any refund or compensation where guests do not comply with these terms and conditions, are deemed to be a risk to health and safety, or whose behavior, in our reasonable opinion, is judged to be unacceptable. Where complaints are made by other guests about the behaviour of individuals these will be investigated and, if upheld, the individuals and associated guests may be asked to leave the premises. In such circumstances no refunds will be given.

Data protection - We may process the information you provide to us for the purposes notified by us to the Information Commissioner. By making a booking, you consent to this processing of that information.

Conditions - All guests must complete, on request, a guest registration form when checking in to comply with current fire safety regulations.

- Smoking is not permitted anywhere on the premises, although there is an area outside the front of the property where smoking is permitted.
- We do not accept pets other than by prior arrangement
- Special dietary requirements: we regret that we are not able to accommodate anyone with a serious and/or life-threatening nut or food allergies as we cannot guarantee the provenance of every item of food in our kitchen.

Robes - If guests would like to take the robes home with them please advise us. You are welcome to purchase them at an additional cost of £45 each payable on departure.