

CHIMNEYS GUEST HOUSE (CGH) TERMS AND CONDITIONS

RESERVATIONS

1. Online room bookings not paid for in advance cannot be guaranteed upon arrival.
2. **Check-in time is 2.00PM.** You are welcome to complete registration, collect your keys and leave your luggage before check-in time. **Check-in time ends at 9PM**, unless agreed in advance with CGH. Our **check-out time is 10.00AM**. Guest departing after this time, without prior agreement with CGH, will be charged for an extra day.
3. CGH welcomes guests of all ages and our aim is to make travelling with the family even more enjoyable. Children up to 2 years of age may share their parent's room at no extra charge. Children aged 18 years and under may not occupy a room on their own and must be accompanied by a responsible adult. You must not leave under 18s unattended in any rooms or public areas at any times during your stay at CGH.
4. Room prices include breakfast. The **breakfast timings** are:
 - a) **Monday to Friday 7.00AM - 8.30AM**
 - b) **Saturday & Sunday 8.30AM - 9.30AM**
5. CGH will confirm booking via e-mail, where a booking is made online on our website.
6. You must ensure that the name on a booking is correct at the time of booking as we will not change the name on the booking afterwards.
7. You are responsible for ensuring that each person who stays at CGH under your booking, even if you are making a booking for someone else's benefit and don't stay yourself, complies with these terms.
8. You must be aged 18 years or over to make a booking and to stay alone at CGH. If a guest arrives at CGH and is under 18 years of age, the guest will not be permitted to stay alone. We will require photo identification (a driver's license or passport) as proof of age and if the guest is unable to present this to the satisfaction of CGH, we may terminate your booking without refund.
9. In making a reservation you agree not to use CGH or its facilities to conduct any commercial activity or activity that seeks to gain profit without prior consent from CGH. We may terminate your booking and retain any money paid to us for such booking if we believe that you are in breach on this provision.

PAYMENT

10. We accept cash, most credit and debit cards, and can arrange for BACS payments and invoicing for long-term customers. The balance is payable at registration.
11. CGH operates a pre-authorisation policy, whereby guest credit/debit card must be pre-authorised as part of the registration process or at check-in. Further details can be found on our pre-authorisation policy in this information pack.
12. A damage deposit of £150.00 will be required at check-in (via cash or card), which will be returned on the day of your checkout, following housekeeping check.

CANCELLATION

13. You may cancel until 7 days before arrival, less any card processing/money transfer fees. You will be charged the total price if you cancel in the 7 days before arrival.
14. 21 days' notice of cancellation is required for group bookings, less any card processing/money transfer fees. You will be charged the total price if you cancel within the 21 days before arrival.

IDENTIFICATION, SAFETY AND SECURITY

15. A registration form must be completed by all guests on arrival.
16. In the interest of security and to prevent fraud, at the time of check-in, onsite or online, guests will be required to confirm their identity using valid photo identification (i.e. driving licence, passport, national ID/citizenship card). All overseas visitors must provide their passport to confirm identity. If you are unable to produce this to the satisfaction of CGH, we may terminate your booking.
17. CGH expects your room and the front door of the property to be closed at all times.
18. Guests are requested to read our fire safety notice on the door of rooms.
19. Guests must not use matches, lighters, candles or naked flames within CGH.
20. For health and safety reasons, guests are required to notify us of disabilities, such as mobility or hearing at the point of reservation, arrival or registration.
21. Guests found to have tampered with any fire detection or fire-fighting equipment will be charged with costs of repair/replacement and will be asked to leave the CGH and their reservation cancelled.
22. We have 24 hour CCTV monitoring in all outdoor spaces around CGH, the main entrance door and in the porch for safety and security.

- 23. Food allergies and intolerances: please speak to a member of staff about the ingredients in our dishes before placing your order. Be advised that due to the risk of cross contamination, we cannot be sure that our food is free from all allergens.**

BEHAVIOUR

24. Please note you are sharing CGH with other guests and with the owners – please behave accordingly, be mindful of fellow guests if coming in late or leaving early from CGH, and when watching TV or playing music. Unreasonable or anti-social behaviour will result in the termination of your booking.
25. We do not tolerate racist, sexist, homophobic, discriminatory language or behaviour and we reserve the right to terminate a booking should the issue arise.

HOUSE KEEPING AND LIABILITIES

26. We operate a no smoking (including e-cigarettes), no pets and 'shoes-off' in the guest house policy.
27. CGH reserves the right at any time to modify or discontinue, temporarily or permanently, the service or any part thereof, with or without prior notice to you.
28. Where rooms are booked for single occupancy, dual occupancy is not permitted unless the appropriate upgrade is registered and paid for in advance.
29. Replacement of bedroom keys and umbrellas are charged at £25.00 each. Please note CGH front door key loss will result in a charge of £150.00 due to key lock mechanism change and new keys.
30. All room keys must be returned to us on check-out. If you do not do this we will charge you for a replacement key and lock mechanism.
31. We will return any items left behind by a guest, as long as costs are reimbursed.
- 32. Guest will be charged for damages, soiling or staining, breakages or removal of any CGH property, during or should it come to light after your stay, to cover cleaning, repair or replacement of items, along with the loss of revenue of rooms and services awaiting attention.**
33. If evidence of smoking (including e-cigarettes) is found in the rooms or anywhere in CGH during or after your stay, there will be a surcharge of £100.00. Smoking in CGH is against the law. Guests will be asked to leave the property without refund.
34. CGH reserves the right to move guests to an alternative room, either within CGH or at another comparable hotel, provided the room is not an inferior standard.
35. CGH cannot guarantee that all the facilities will be available for use during a guest's stay and is unable to make any refund or reduction in its charges if this should occur.
- 36. Loss of or damage to guest property:** CGH do not accept liability for any damage, 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 our employees. Under the Hotel Proprietors Act 1956, an hotel proprietor may in certain circumstances be liable to make good any loss or damage to a guest's property even though it was not due to any fault of the proprietor or staff of the hotel. This liability however:
- Extends only to the property of guests who have engaged sleeping accommodation at the hotel
 - Is limited to £50 for any one article and a total of £100 in the case of any one guest, except in the case of property which has been deposited, or offered for deposit, for safe custody.
 - Does not cover motor cars or other vehicles of any kind or property left in them, or horses or other live animals.

This notice does not constitute an admission either that the Act applies to this hotel or that liability thereunder attaches to the proprietor of this hotel in any particular case.

CGH EXPECTATIONS

- 37. Guests must not:**
- access rooms and areas marked 'PRIVATE or STAFF ONLY'**
 - invite visitors into CGH.** Our insurance do not cover for people who are not our guests.
 - not bring any potentially dangerous or hazardous materials or equipment onto CGH
 - use technology, such as Wi-Fi/internet access, provided by CGH to download, upload or access any unlawful or obscene material
 - use their shoes in CGH. We operate a 'no-shoes' in the guest house policy.**
 - consume or store take-away meals in their room(s).** This avoids soiling or staining of bedding, carpets, towels and other materials and equipment, including unpleasant odour, and forms part of our due diligence and prevention measures against rodent and insect infestation. Use of the Dining Room is for food prepared and served by CGH only.

ENVIRONMENTAL POLICY

- 38. We have a separate environmental and sustainability policy, available on our website (www.chimneys-guesthouse.com), with clear commitments. It also highlights what guests can do to make an impact on the environment.
- 39. Guests are requested to turn off lights when not in use, ensure taps are always turned off after use and avoid unnecessary use of towels – just use what you need.
- 40. We recycle plastics, cans, glass, paper and cardboard.

DATA PROTECTION

- 41. CGH retains your contact details as an integral part of the booking process. We will retain your registration for a year.
- 42. Please read our privacy and data protection policy document in this information folder and is also available on our website (www.chimneys-guesthouse.com), which sets out how we will use and protect your personal information.
- 43. CGH is registered (no. ZA496264) with the Information Commissioners Office.

COMPLAINT

- 44. In the event of a complaint, we will investigate and respond in a timely and courteous manner. Where appropriate, we will make immediate amends.

CONTRACT

- 45. A contract is formed when we confirm your reservation or at registration - that is between you and us. No other person shall have any rights to enforce any of its terms, whether under the contract (Rights of Third Parties Act) 1999 or otherwise.
- 46. CGH will not be liable, nor deemed to be in breach of the contract by reason of failure to perform any of its obligations when the failure or delay was due to any cause beyond its reasonable control. Such causes would include flooding, fire accident, electric, gas and water supply outages, boiler breakdowns, strikes, etc.
- 47. These terms and any non-contractual obligations arising out of or in relation to these terms shall be governed by and will be interpreted in accordance with English law.