

### **Terms and conditions**

When you make your booking and we have received the required deposit to secure the booking, a legally binding contract exists between us. A deposit of 20% of the booking total is required.

This deposit is non-refundable. The full booking balance is due 14 days prior to arrival.

**Cancellation policy** – a small Bed & Breakfast such as ours is clearly affected by cancellations and we ask for your understanding and consideration of our policy. If you need to cancel a reservation please notify us by telephone and confirm in writing.

We strongly recommend that you take out travel Insurance to cover cancellation charges.

- Bookings cancelled with more than two week's notice prior to arrival will not incur a charge.
- Bookings cancelled with two week's notice or less prior to arrival will be charged the total cost of the booking. We will do our best to re-let your room/rooms and should we succeed cancellation charges will not apply.
- Please note earlier than scheduled departures are treated as a cancellation and the policy above will apply.

**Check-in/Arrival** – guests may check in on the day of arrival between 4pm and 9pm. Please understand that we are preparing for your arrival and cannot welcome you prior to 4pm. If check-in cannot be made between 4pm and 9pm alternative arrangements can be made in advance by phone/email.

Guests shall not enter areas of The Roost B&B, which are indicated as private, and being closed to the public.

**Loss or damage** – guests will be responsible for the repair or replacement of any breakages, loss or damage caused by them to The Roost B&B property. Guests must report any loss or damage to their own property immediately on discovery to the proprietors.

**Check-out/Departure** - rooms are to be vacated by 10am on the day of your departure.

**Breakfast time** – breakfast is served daily between 8am-9.30am unless agreed by prior arrangement.

**No smoking policy** – The Roost is a non-smoking establishment and a one night charge will be levied on any guest smoking in any of the rooms.

**Family policy** - we do not have a family room at The Roost B&B and regret we are unable to accommodate children under the age of 10years we welcome children over the age of 10.

**Pet policy** – we regret we are unable to accept pets at The Roost B&B.