

BOOKING TERMS

Payment Details

For all bookings we require credit/debit card guarantee payment or a deposit cheque of £50 per room. We will send you an e-mail or letter confirming the booking. The balance is due 4 weeks before arrival date and we accept the following forms of payment: cash, cheque, debit or credit cards.

Cancellation

In the unlikely event of your booking being cancelled we are entitled by law to charge for booked accommodation not taken up. We will endeavour to re-let the accommodation on your behalf and if successful will refund the cost. The cancellation fee is £30 per room. Deposits are non-returnable. To avoid misunderstanding, we recommend all our guests insure against cancellation.

Non Availability

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival & Departure

We are happy for you to arrive any time after 10am, if possible It would be helpful if you could contact us to advise of your expected time of arrival please, our email address is info@richmond-guesthouse.co.uk and our telephone number is **01262 674366**. Please be ready to leave your accommodation by 10am on the day of your departure.

Damage & Breakages

You are responsible and liable for any breakages or damages which you or any member of your party cause to the accommodation or its contents. Please report these as soon as they occur.

Liability

We do not accept liability for damage, loss or injury to you or any member of your party or any vehicles or possessions unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

Children

We accept children. We do not offer child reductions.

Pets

Well behaved pets are permitted in specific rooms and BY PRIOR ARRANGEMENT ONLY.