

# our terms

we have made every effort to ensure that all the information contained within this website (beechborough.com) is accurate and we shall not be liable to any person for any loss or damage whatsoever, which may arise from any reliance upon the use of this website, or any third party links. we do want you to come back again and although we feel that we have a flexible approach to most things, think it's sensible to lay out some matters to avoid any misunderstanding. the fact that you are reading this indicates to us that you are a guest that would fit in and enjoy the hospitality on offer at beechborough b&b.

## booking

we require valid credit/debit card details to confirm your booking & reserve the right to charge a 50% deposit. should you wish to cancel, please give more than 7 days notice in writing - we reserve the right to charge a minimal administration fee of £10. cancellations made with less than 7 days notice, no-shows and curtailment of stay will be fully charged. please ensure you are well before you travel and if you become ill whilst you are here and need to leave, again, the full cost of your stay will be charged. we recommend that guests purchase the necessary travel/cancellation insurance - it doesn't cost much and gives peace of mind should the unexpected happen.

## arrival, departure & breakfast

we ask that you arrive between the hours of 16.00 and 20.00, unless otherwise agreed. an inventory of the room will be carried out following departure by 10:30am and damages will be charged to your card at replacement cost. please check that you have not packed any items by mistake. we will assume that in the event of there being missing items that your intent was to purchase them and you overlooked mentioning it, they will be charged to the booking card at cost plus £10. breakfast is served between the hours of 08:15 - 09:15 other hours available by prior arrangement.

## covid-19, cleaning & insurance

we have always taken extra care to clean and then sanitise our b&b but cannot guarantee it is free from infection. please remember this our home so we take these extra precautions to keep us as safe as we can too. please ensure you have your own travel insurance in place should you need to cancel due to illness.

## no smoking (it's the law)

we adopt a strict no smoking policy in all rooms and all internal areas. should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £100 for specialist cleaning of your room. windows are for looking out of, not leaning out and our neighbours share our concerns for your safety.

## fire safety

areas of the building are fitted with sensitive fire detection devices installed by the fire service. any person tampering with the detectors, or any other equipment, will be asked to leave and charged in full for the entire stay plus the engineers call out charge. we carry out a weekly fire alarm test, when the property is unoccupied. any alarm that you do hear, should be treated as an emergency - please vacate the room immediately via the safest route, either by the stairs, assembling in park lane, or via the window of your room, assembling in the garden.

## car parking

we offer off-street gated parking. please do not leave any items on view in vehicles. we are not responsible for any damages, loss etc to your vehicle whilst at the property. your vehicle is parked at your own risk.

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## **damages, personal injury, illness etc**

bookings are only accepted on the condition that you (the guest) pays for any and all breakages, or damage to any part of the property inside or outside. for damage over £100 the amount will be determined by one quote for repair and that you agree that this will be accepted in the unfortunate event of any damage or breakage occurring. (if further quotes are required, you agree to pay £25 per hour to beechborough b&b for obtaining these additional quotes). you also agree to notify beechborough b&b immediately and before leaving the property regarding any damage. you agree to pay for the full amount of the damage. (you are again encouraged to take out insurance). further, you agree all bookings are accepted on the condition that the property is left in good condition. the guest making the booking will pay for any and all breakage, additional cleaning (if required), and/or damage. you further agree beechborough b&b can charge your credit card for amounts of all breakages, additional cleaning or damage without further reference to you. the damage/cleaning amounts you agree are at the sole discretion of the owners of beechborough b&b.

there will be a charge of £50 for lost keys. if the keys are subsequently returned, this money will be refunded.

the use of all equipment and facilities is at your own risk. the owner and/or anyone employed by the owner and/or entities are absolved of all and any responsibility relating to any injury, damage, illness or death and whilst on the premises and/or using any of the facilities.

should any of the staff present with illness you will be asked to leave for your own safety and well being. we will make every effort to find alternative accommodation for the remainder of your stay, but cannot be held liable for any costs and/or damages. the remainder of your stay will be refunded, but it would be recommended that you return home immediately and self-isolate until testing can take place. the owner and/or management and/or employees of beechborough b&b is hereby expressly indemnified against all liability.

the owner and/or management and/or employees are hereby indemnified against any loss or damage to the property and possessions of a person whilst a guest at beechborough b&b. regardless of the cause of such loss or damage, including but not limited to gross negligence or any wrongful act of the aforementioned owner and/or management and/or employees.

any damage suffered by way of personal injuries of any nature and severity whatsoever sustained whilst at beechborough or whilst using any facilities, regardless of whether such injuries were caused by or resulted from gross negligence or a wrongful act of the owner and/or management and/or employees OR if the injuries were caused by malfunctioning of any apparatus and/or equipment and/or appliance, is hereby excluded and the owner and/or management and/or employees of beechborough is hereby expressly indemnified.

minors are the sole responsibility of the parents, guardian(s) or the person or persons in whose care they are whilst at beechborough b&b or whilst using its facilities and/or equipment.

**beechborough.com**