

**Terms and conditions of stay**

The following terms and conditions apply to all reservations made. We kindly ask you to take a moment to read them prior to staying with us.

**Cancellation policy**

If cancelled 48 hours prior to check in, no fee will be charged

If cancelled with later or in case of a no show, the total price of the reserved room will be charged.

All cancellations to be received via email, we cannot accept just telephone cancellations

**Check-in / Check-out time**

Check in is between 4pm and 10pm

Check out is until 11am

We are not a 24 hour hotel and do not have a front desk service. In the interest security, staff safety and other staying guests we cannot allow guests to check in any later than the times stated below. Payment will still be taken at the daily room rate if any guests arrive extremely late and the guesthouse is closed.

In the interest of security at the time of check in guests will be required to confirm their identity by providing their booking reference and passport, driving license or identity card. If guests are travelling from outside the UK, Ireland or any country in the commonwealth we are also obliged by law to require guests to provide the number and place of issue of your passport/identity card and your next destinations. These records will be kept for at least 12 month and may be disclosed or made available for inspection by any police officer or as otherwise required by applicable law in connection with the prevention or investigation of crime.

If early check in is required between the times of 12pm and 4pm this can be arranged via prior arrangement and a surcharge of £10.00 will be added to the room rate.

Late check out is available until 2pm with a surcharge of £10.00 to the room rate. Late check-out is to be arranged at the time of check in and is subject to availability. Any time after this will be charged at an extra night’s room rate.

**Payment**

At the time of booking you are required to supply us with credit or debit card details to secure your booking. No booking shall be treated as confirmed until the payment details have been provided. By staying with us you are entering into this contract, you are authorising us to make the charges to the card without any consent being required.

**Damage**

We reserve the right, and you hereby, authorise us to charge your credit or debit card for any damage incurred to your room or the guesthouse during your stay (including without limitation specialised cleaning) or any items missing when you leave. We reserve the right to charge your card for any room cancellation we have to make as a result of your room damage.

**Guest behaviour**

Guests are requested to conduct themselves appropriately at all times and to comply with company procedures and/or requests with regards to conduct and respect for the property of the guesthouse, its employees and guests and their health and safety. Guests are requested not to disrupt the comfort and enjoyment of other guests, the smooth running of the guesthouse or cause offence to other guests or our staff. We reserve the right to refuse accommodation or services or remove you and members of your party from the guesthouse if, in our reasonable opinion, we consider this provision to have been breached.

**No smoking**

The Bell guesthouse operates a no smoking policy throughout all guestrooms. This policy enables us not only to meet legal requirements but also create a comfortable environment for all guests to enjoy. If it is made aware to us that you have breached this condition you may be required to pay a room cleaning fee of up to £100 and may be charged for any costs if the room cannot be let for this reason.

**Keys**

Any keys given to the customer during their stay at The Bell guesthouse will be the responsibility of the guest from check-in to check-out. Lost or damaged keys or fobs will be charged at £10.00 per key/fob. The charge will be applied via the credit or debit card given at the time of reservation or a cash payment.

In the event of an early bird check-out it is the guest’s responsibility to ensure the keys/fob are returned to The Bell guesthouse according to their guidelines. Non returned keys are an unnecessary expense to the guesthouse and the business and one that we would like to avoid.

**Additional guests**

The Bell guesthouse reserves the right to charge the booking guest at its discretion any unauthorised guests in the room at £40.00 per night.

**Special dietary requirements**

We regret that we cannot accommodate any person with a serious nut/food allergy as we cannot guarantee the provenance of every item of food in our kitchen. We will try to cater for any other dietary needs, i.e. vegetarian, but please tell us at the time of booking.

**Children**

We welcome children (a person under 16 years of age). Please note that children and babies are not allowed in the bar area after 9pm. We ask parents/guardians to supervise their child at all times.

**Changes or cancellations by The Bell guesthouse**

Very occasionally we may need to cancel your booking. In such circumstances you will be given a full refund but we shall have no further liability to you arising out of such cancellation.

We will, however, use reasonable endeavours to try and re-locate and confirmed bookings cancelled by us to an alternative guesthouse.

Your booking is for a class of room in The Bell guesthouse and does not guarantee that you will be able to stay in a specific room or the same room for the duration of your stay. We may on occasion need to allocate an alternative room to you for operational or safety reasons.

**Parking**

We do not have our own car park. Cars and their contents are left at the vehicle owners own risk. We do not accept responsibility for loss or damage to vehicles.

**Guesthouse Events**

Please be aware that at certain times we may host events, parties which you may feel would be an intrusion on your break. Please contact us directly in advance of your stay for further information.