

# The Dell House

## Booking Terms and Conditions



### **Introduction**

For everyone's convenience it useful to have a few rules about staying at the Dell House. We hope these are straightforward and self-evident.

Please talk to us if you need anything different; we like to be flexible.

### **Parking**

B&B guests may bring one car per room booked.

Self-Catering guests may bring one car per apartment booked, plus an additional one if the Nursery is booked. *In this document, the word apartment is used for all the Self-Catering units.*

Parking is for residents only. Please park neatly. Parking of vehicles larger than a family car, or trailers, must be arranged with us in advance. A covered area is available for secure storage of bicycles by prior arrangement. Users of the car park do so at their own risk.

### **B&B Rooms & Meals**

Guests have access to their bedroom throughout their stay. Guests are welcome to use the Dining Room, Guest Lounge and TV/Games Lounge though, occasionally, these rooms may not be available. Other guest rooms and our working rooms such as the kitchen, office and utility areas are strictly private.

Breakfast time is by arrangement from between 7:30am and 9:00am unless agreed in advance of the booking. All cooked breakfasts are cooked from fresh ingredients so please allow time accordingly. Guests are welcome to eat other meals (e.g. a take-away) in the dining room by arrangement (and we'll wash up). It is not permitted to eat meals in the bedrooms.

### **Departure**

Guests are required to vacate their accommodation before 10:30am on the day of departure.

### **Keys**

B&B guests are normally provided with a room key and a front door key.

Self-Catering guests are normally provided with one key to the apartment. A second key may be available but a cash deposit of not less than £50 will be required, payable on return of *both* keys.

Some of our keys are expensive to replace. If a key is not returned, we reserve the right to charge you the full costs of restoring our security.

### **The Garden**

We hope everyone will explore and enjoy the garden.

While work is going on we may have to exclude certain areas. The garden is naturally wild in parts and has many trip hazards; your use of it is at your own risk and children must be supervised.

### ***Pets***

Other than assistance dogs, animals are not allowed in the B&B.

Pets are allowed in the Butlers and Coach House apartments. We may require that they are not left unattended in the apartment if we consider that this results in distress or damage. They are not allowed on the furniture or beds and we require you to collect and dispose of any waste.

### ***Other***

Smoking and lighted candles are not allowed anywhere in the Dell House.

Guests are welcome to have visitors while they are here. Visitors are not allowed in the bedrooms and are required to leave by 10pm. Visitors should park elsewhere unless agreed with us in advance.

Wi-Fi Internet access is provided free of charge, but provision is not guaranteed. Separate terms apply.

If anything fails (like a light bulb) or gets accidentally broken (it happens) you must let us know as soon as possible. Any damage caused by the deliberate action of a guest must be paid for in full.

### ***Payments and Cancellations***

A non-refundable deposit of £50 or 25% (whichever is the higher) is required on booking.

Full payment for B&B bookings is due before departure. Payment may be made by cash or credit / debit card.

Full payment for Self-Catering bookings is required 4 weeks before arrival.

A B&B booking may be cancelled up to one month before the start of the stay. The deposit will not be refunded, but no further payment will be due.

We appreciate that it can sometimes be necessary for a guest to cancel or shorten a booking at short notice due to unforeseen circumstances. Strictly speaking, our terms are that the full payment is due regardless and that it is expected that your travel insurance will reimburse you. However, depending on the timing and circumstances of the cancellation we will look for alternatives to charging you for the cancelled one; for example, postponing the booking. Each circumstance will be different and we will treat it in that way. Should this arise, please get in contact as soon as possible.

Should our circumstances necessitate our cancellation of a booking then monies already paid will be refunded.

### ***“Small Print”***

Published prices are subject to change without notice. The only price that is relevant is the one agreed between us at the time of booking.

Making a booking implies that you accept our Privacy Policy.

We reserve the right to enter any room or apartment as and when we consider it necessary.

We cannot take responsibility for loss or damage of personal items unless directly caused by us personally.

We reserve the right to decline any booking enquiry. In particular, we may decline short bookings for peak periods.

We reserve the right to refuse, cancel or terminate any booking we consider inappropriate to a restful, communal environment; where guests are in breach of the terms & conditions, or where payment has not been received in full when due.

We will always aim to accommodate you in the room(s) you have booked, however, we reserve the right to change that if circumstances require it. If it's to a cheaper option, the price will be correspondingly reduced. We reserve the right to move you back to the original accommodation during your stay.

*We never expect to have to do this*, but, if we have to terminate or refuse occupancy for inappropriate behaviour, then monies already paid will not be refunded and you remain liable for any outstanding balance.

Whilst we pride ourselves in providing a generous service we reserve the right to charge for our time providing services that you request that are outside the norm of a B&B / Self-catering business.

The version of these terms and conditions that is published on our website at the time of your stay takes precedence over all other versions.

### ***DellCon Boardgaming Weekends***

The terms above apply in full, with the following rule changes:

The "B&B" terms apply regardless of whether you are in a B&B room or in a room in the self-catering apartments.

The deposit required for the booking will be that set for the event.

Those in the B&B rooms are *not* normally be provided with a key but are welcome to have one on request.

The rooms are not routinely serviced during the weekend.

Breakfast will be between 8:30 and 9:00 unless we've been up all night playing Twilight Imperium, in which case we've no idea when it'll be.

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