



## CHECK IN AND CHECK OUT

Guests can check in between 1pm and 10pm, unless by prior arrangement. Guests are required to vacate their rooms no later than 11am. Please phone ahead if you think you are going to be later than 10pm on checkout.

## ROOM OCCUPANCY

Rooms booked as a SINGLE Room are asked to use one SINGLE bed, Rooms booked as a DOUBLE or KINGSIZE Room are asked to use the DOUBLE or KINGSIZE Bed, Rooms booked as a TWIN room are asked to use TWO SINGLE Beds as requested unless there is only a Double and Single in the room given, If any other beds have been used and are unsellable and need to be remade for the next customer, these will be charged at full rate - this applies to all bookings - this is due to renewing and restocking of sheets, washing, drying, airing, ironing and cleaning the bed.

## BREAKFAST

Continental breakfast is available between 06.30-09.30 this is included in your booking, Breakfast is self service and has a wide selection of cereals, pain au chocolate, croissant, orange juice, coffee, yogurts and fruit, a member of staff is on duty from 8.30 for all your needs, there is a refrigerator that may be used for dietary requirements, baby food or any cold storage you need.

Full English breakfast is served between 08.30-09.30. and is priced at £6 per breakfast, this can be ordered before 9pm the day before.

## SMOKING

No smoking throughout Cavell House Bed and Breakfast, anyone caught smoking in rooms or if there is a strong smell of smoke upon check out and / or upon cleaning there will be a fine of £50 which will be deducted from the debit/credit card that was given upon check in for payment of the room, there is a sheltered smoking area provided outside in the rear garden.

## DOGS

Dogs are permitted; charged per dog per room per day.

Dogs are never to be left unaccompanied at any point of your stay, any dogs found unaccompanied will be subject to the RSPCA being called and may be removed from the room, any charges incurred will be billed to the room occupant, During breakfast times no dogs are allowed in the dining room with exception to Guide Dogs. No dogs to be washed in shower rooms or bath rooms, any excessive dog hair and dog smell will incur a deep cleaning charge of £20.

## PARKING

Free on-site parking available, subject to availability, there are 10 Parking spaces available.

## HEALTH AND SAFTY

Due to health and safety and fire regulations the amount of people on the booking form is the amount allowed in the room.

Children aged 18 and below need to be accompanied by an adult.

Please phone ahead for any special dietary requirements or facilities to see if we can meet your needs.

## BREAKAGES AND MISSING ITEMS

Any breakages may be charged for at the discretion of the Proprietors.

Theft of any kind will not be tolerated & will result in prosecution or a charge at the end of your stay from the debit or credit card that was used on check in, Please check your towels in the bedroom on check in, there will be 1 large and 1 small hand towel per person, any missing on check out will be charged to the debit or credit card that was used on checking in, please ensure that all towels are accounted for when checking out, there are 2 pillows per person please ensure all pillows are accounted for on check in and check out, any missing will be billed to the credit or debit card that was used on check in, Credit and Debit card details will be stored under the PCI/DSS compliance agreement.

## PRICING

We reserve the right to change our prices at any time without further notice, However, if you have placed a booking, we guarantee the price on the booking from the date the order was placed

## CANCELLATION POLICY

We will always try to resell rooms, if you must cancel your reservation following confirmation.

Should you have to cancel your reservation or any part of your stay, the deposit paid is non refundable. Please contact us as soon as you can if you are unable to keep your booking, Due to the nature of emails and their unreliability we do not accept emails as a valid cancellation, only by phoning will this be valid, this will then be confirmed by a response from Qbook stating your booking has been cancelled this will be sent through email or post if no email has been given. We advise all customers to buy insurance in the eventuality of cancellation The full charge may be due for your reservation, if cancellation is within 48 hours of arrival. A "no show" where a guest does not turn up on the date booked, will be charged in full.