

## Terms and Conditions for Pointers Guest House

Any data gathered during the course of this booking may be held on computer files. In the case of card data, the only copies kept are the Merchants' copy of the machine till roll, which are destroyed on receipt of the monthly statement.

Thank you for choosing to book with Pointers Guest House. We look forward to welcoming you. When you make this booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

**Prices:** The price includes accommodation plus any board indicated. Unless clearly stated on the booking form all extras such as additional meals, telephone, etc are charged as an additional cost. We accept the following forms of payment: cash, cheque with bankers' card, credit cards.

**Pets:** Well behaved pets are permitted BY PRIOR ARRANGEMENT. Stabling and limited grazing is available. We may make a small charge for this.

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately. For cancellations made up to 24 hours before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

**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:** Your accommodation will be available to you from 6pm on the day of arrival, unless otherwise arranged. Please let us know if you plan to arrive either before or after tea time, as we are a large farm house with extensive grounds, and we would wish to be close by the house to greet you.

**Departure:** Please be ready to leave your accommodation by 10am (10.30am on weekends and Bank Holidays) on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

**Damages and Breakages:** Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this.

**Liability:** We do not accept any liability for any damage, loss or injury to 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.

We look forward to welcoming you to Pointers.