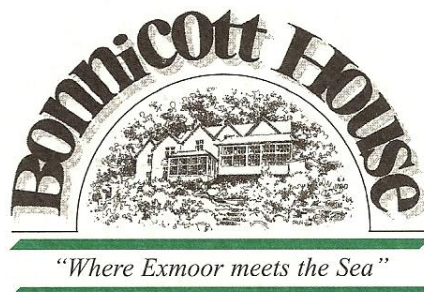


# Terms and Conditions



## Reservations

Please contact us by email or telephone in order to make a reservation.

A 25% non-refundable deposit is payable upon reservation. We accept Visa, Mastercard, Electron, Maestro and Solo. We also accept cheques. Please make crossed cheques payable to "Bonnycott House", to reach us within 5 working days of making the booking.

Bookings are regarded as firm after issue of a written or email booking confirmation, or receipt of a deposit.

## Payment of Balance

All accounts are to be settled in full before departure.

## Cancellations

If you have to cancel your booking, please notify us as soon as possible, so we can try to re-let the room. The deposit is non-refundable, though can be used against a reschedule of the booking. Cancellation charges as shown below also apply. We will waive these charges where we can re-let the room at equal terms of the original booking, though this waiver is also discretionary.

### Cancellation Charges:

8 or more days before arrival date	Loss of deposit or rescheduled booking
1 – 7 days before arrival date	50% room charge (including deposit)
Less than 24 hours notice	100% room charge (including deposit)

## Check In and Check Out

Check in is before 3:00pm on the day of arrival. However, if you arrive before this time and your room is not ready, we are more than happy to store your luggage until it is, while you have full use of Bonnycott House's public facilities. Please let us know if you expect to arrive after 10:00pm.

Check out is by 11:00am on the day of departure. For early departures (pre-8:00am), we are happy to check guests out the evening before actual departure.

## Restrictions

The hotel is completely non-smoking. Although children are welcome, parents are responsible for them at all times. Cots and high chairs can be provided. Unfortunately, the hotel is not suitable for pets.

## Meal Times

Breakfast is served daily between 7:00am and 9:30am.

Tea, coffee and light refreshments are available in the lounge or in the terraced gardens anytime. Evening meals are also available year round.

## Evening Meals and Special Diets

Evening meals are available throughout the year. They are cooked to order, and hence pre-ordering is essential before 10:00am each day. Evening meals for the day of arrival can be booked by telephone the previous day. We will do our best to accommodate any dietary restrictions or special diets of our guests.

### **Car Parking**

Being a picturesque coastal village, private property and hotels within the centre of the village rarely have private parking.

However there are 2 public car parks immediately across the road where bays are controlled between the hours of 10:00 and 21:00 during the summer season. Guests can purchase 1-day, 4-day and weekly tickets at a rate of £3 or less per day, available direct from Bonnicott House.

Watersmeet Road has parking bays immediately alongside the Hotel, free between October 31st and Good Friday and for 2 hours between the hours of 10:00 and 18:00 during the high season, particularly useful for arriving and departing guests as load/unload bays.

### **Food and Drink in the Bedrooms**

Many of our fabric room furnishings require careful cleaning treatment, and stains, (particularly old stains), can be very resilient. Our furniture, polished and painted, is also susceptible to liquid rings which are hard to remove.

We ask guests to avoid taking fluids that are likely to stain, including red wines, to their room, but rather to enjoy them in the bar.

However we recognise that we ourselves provide tea, coffee and sherry in each room. Spillages do happen. What is most important is that guests let us know straight away so that the carpet or furnishing can receive pre-treatment to remove stains.

We ask guests not to stand hot or wet kettles, bottles, glasses or cups directly onto furniture surfaces, but to use the coasters that we provide.

### **Damage to Fabric, Finishes and Furnishings**

We reserve the right to charge for all damage caused to any part of the house fabric, finishes or furnishings, howsoever caused.

### **Alcoholic Drinks Not Purchased on the Premises**

We reserve the right to charge corkage for all beers, wines and spirits brought onto and consumed on the premises.

### **Guest Reviews**

We offer a visitor's book for guests who are happy with their stay at Bonnicott House. We also encourage our guests to visit Trip Advisor ([www.tripadvisor.co.uk](http://www.tripadvisor.co.uk)) and leave an online review of their stay.

### **Amendment**

Terms may be amended without notice before booking.



## ***Bonnicott House***

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[www.bonnicott.com](http://www.bonnicott.com)