

## Terms and Conditions for Acorn House

Thank you for choosing to book with Acorn House. We look forward to welcoming you to the Lake District and hope to provide you with everything you need for the perfect break. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

**Prices:** The price includes accommodation and a multi choice breakfast. We accept the following forms of payment: cash, cheque with bankers card, debit cards, credit cards (except American Express).

**Pets:** Pets are not permitted.

**Cancellation and Insurance:** Once you have booked your stay, our agreement is a legal contract. A non refundable deposit of £50.00 will be taken with all confirmed bookings. If you need to cancel please contact us immediately. For cancellations made up to 2 weeks 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 full amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker. We do understand that some cancellations are unavoidable and we will always endeavour to relet the room in order to reduce or negate the need to charge you the full amount.

**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. We are happy to provide you with contact details of other guest houses in this circumstance.

**Arrival:** Your accommodation is available to you from 12.30pm on the day of arrival. We do ask for an approximate time of arrival on booking however this is not binding and there will always be someone on site until all our guests have arrived. Should you be travelling from further afield and arrive after 10.00pm we do ask that you consider other guests when checking in or transporting luggage to your room.

**Departure:** Please be ready to leave your accommodation by 10.30am on the day of departure. Your bill for the accommodation is payable on departure however should you be making an early start please make arrangements to settle your bill the day prior to departure as we can be very busy during breakfast service.

**Damages and Breakages:** Please take care with our accommodation as we take great pride in providing you with excellent facilities and high levels of cleanliness. 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, and we may make an additional charge if you did not report this. Should we find evidence that anyone has smoked in your room during your period of occupancy then this will be reported to the relevant authorities in accordance with the new no smoking laws and a charge on 1 extra night will be made to your credit/debit card.

**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.

**Data:** Any data gathered during the course of this booking may be held on computer.

We look forward to welcoming you to Acorn House and the beautiful Lake District and hope that this will be the first of many visits to our establishment.