

Dalkeith Guest House, Keswick

Booking Terms & Conditions

www.dalkeithguesthouse.co.uk

When booking your accommodation with The Dalkeith Guest House you agree to the following terms and conditions:

Contract

This contract becomes binding when The Dalkeith Guest House send you a booking confirmation by e-mail. This contract shall be governed by and subject to the laws of England and Wales.

Payment

A non-returnable deposit of £20 per person is payable when booking. We will send you a confirmation, by email, upon receipt of this deposit. Payment can only be accepted by cheque if it is denominated in sterling British pounds and received no less than two weeks before the commencement of the booking. All payments shall be made to The Dalkeith Guest House. No further reminders for payment will be sent after the booking confirmation.

Cancellation and Insurance

Once you have booked your accommodation, our agreement with you is a legal contract. Any cancellations must be made in writing to The Dalkeith Guest House. If the booking is cancelled within 1 week of the arrival date, the entire booking cost will be due in the event we are unable to re-let the room. For these reasons we strongly recommend that you take out cancellation insurance for your holiday.

Cancellation Insurance

Cancellation Insurance is not compulsory but we strongly recommend such insurance cover to protect against the cancellation penalty.

Non-availability of Booking as Booked

We would only cancel your stay if the hotel is not unavailable for reasons beyond our reasonable control. We would attempt to offer you alternative accommodation; however, if this was either not possible or not acceptable to you, then we would refund to you all monies paid to us. Our liability to you would not extend beyond this refund.

Arrival

Your room will be available from 2pm on the day of your arrival, unless otherwise agreed in advance.

Departure

We require that you vacate your room by 10:30am on the morning of your departure unless otherwise agreed in advance.

Care of the Property

We ask you to take all reasonable care of the property and its furniture, pictures, fittings and effects in or on the property and leave them in a clean and tidy condition at the end of the rental period. We ask you not to do or permit anything on the premises which might cause a nuisance to the owner or neighbours.

Liability

We do not accept responsibility for injury to persons or loss/damage to possessions unless caused by proven negligent act or omission of ourselves, or our contractors, or agents of the same, whilst acting in the course of their employment. This includes loss or damage to vehicles and their contents, and to the personal possessions you bring with you.

Dalkeith Guest House, Keswick

Booking Terms & Conditions

www.dalkeithguesthouse.co.uk

The Dalkeith Guest House will not be liable for any loss or damage suffered by the Customer or any member of the Customer's party or to their property, except where such loss or damage is due to the negligence of The Dalkeith Guest House or our agents. In those circumstances, the liability of The Dalkeith Guest House to you will be limited to the loss or damage which was a foreseeable result of such negligence. Except in the case of death or personal injury resulting from such negligence, The Dalkeith Guest House's total liability to you in respect of any breach of the terms and conditions or tort or other act or omission by The Dalkeith Guest House agents in connection with this agreement shall be limited in aggregate to the price agreed to be paid by the Customer for the right to use the accommodation for the period agreed.

Complaints

Should you find any faults or have any complaints during your stay, please advise us immediately so that any appropriate action can be taken. In the case of a serious problem please confirm this in writing.

Number of Persons in the Room

The number of persons occupying the room must not exceed the maximum number stipulated in the brochure/website. The Dalkeith Guest House reserves the right to refuse entry to the entire party if this condition is not observed.

Damage and Breakages

You are responsible, whether caused directly or indirectly, for the cost of any breakages or damages to the room and its contents. In the event of damage to the property you will on an indemnity basis reimburse The Dalkeith Guest House the cost of the repairing the damage. In the case of breakages you will on an indemnity basis reimburse The Dalkeith Guest House the cost of replacing (as new) or repairing the damaged item or items. Please report damages/breakages to The Dalkeith Guest House before you leave.

Web Site and Brochure

We make every effort to ensure that the information on our web site at www.dalkeithguesthouse.co.uk and in our brochure is accurate. We do however reserve the right to make small changes and we accept no liability for minor inaccuracies.

Dogs/Pets

SORRY – NO DOGS / PETS ALLOWED.

Smoking

The Dalkeith Guest House is strictly NO SMOKING.

Children

Guests must accept total responsibility for the safety of their children.