

The Rossborough Hotel

Terms and Conditions

INTRODUCTION

The website is maintained up to date and is intended to give our prospective guests a true reflection of our services. All facilities and conditions must be subject to availability and these terms and conditions. The establishment is a friendly, licensed, family run business, who aim to make your stay as comfortable and enjoyable as possible. These terms and conditions are written to protect our guests as well as to make it possible for us to continue in business.

BOOKING CONTRACT

A reservation can be made by phone, fax, e-mail or letter. Bookings can also be made in person at the establishment.

BOOKING CONFIRMATION

Confirmation of a booking will be made by fax, e-mail or letter directly from the establishment. Confirmation will only be given when valid credit or debit card details are received.

DEPOSITS AND CANCELLATIONS

A deposit of 20% per person is due on confirmation of booking.

Deposits are non-refundable.

Cancellations made 7 days or less prior to event the booking will incur a payment of 50% of the contract price less any advance payments.

Cancellations made with less than 24 hrs notice will incur payment of 100% of the contract price less any advance payments.

If you cancel your stay whilst in residence and have 5 days remaining on your contract there will be no refund.

From the day of departure to the end of your contract a refund of 30% will be given on the remaining period of the contract.

PRICES

Accommodation rates are per person per night.

Function Room hire prices are available on request.

CONTRACT PRICE

The Contract price will be the price that is offered when replying to the initial booking. A very basic list of reasons affecting the price is as follows; length of stay, requirements of guests and single person accommodating a double room.

ARRIVAL & DEPARTURE

Bedrooms are usually available after 2pm local time on date of arrival unless prior arrangements are made with the establishment.

Check-ins after 11pm local time must also be arranged prior to date of arrival with the establishment.

Check-out is by 10am local time on day of departure.

PAYMENT

Full payment is due on arrival unless booking is made in advance. Credit and Debit cards are accepted. Company cheques are not accepted without prior clearance. Balances paid by cheque can only be accepted with a valid guarantee card and only up to the limit stated on the card. Predated cheques cannot be accepted.

FUNCTION HIRE (see Function Hire T & C for full details)

Function room is available for hire privately, a deposit is required to secure your booking. Deposits are non-refundable. Full Payment less deposit must be made 7 days in advance of Function.

INSURANCE

Guests are recommended to have insurance to cover cancellation, curtailment and loss of baggage, personal effects and money.

AVAILABILITY

In the rare case that the establishment cannot accept a booking due to double booking, the establishment will endeavour to find guests other accommodation as best possible in another hotel or guest accommodation. The deposit will be refunded in full and the guests will be responsible for payment of room to the other accommodators.

BEHAVIOUR

The establishment reserves the right to judge acceptable levels of noise and behaviour of guests and invited friends. In the event of failure to comply with management requests, the establishment may terminate the booking without being liable for any refund or compensation. Any loss of business due to the above will be paid by the guest.

DAMAGE AND LOSS

The guest is responsible for any damage or loss caused to the allocated rooms or the furnishings and equipment therein or to the establishment generally by any act, default or neglect of the guest, subcontractor, employee or friends of guests and shall pay to the establishment on demand the amount required to make good or remedy any such damage.

EXTERNAL PURCHASES

No wines, spirits, beers or food may be brought into the establishment by guests or friends for consumption or sale on the premises without the consent of the establishment and for which a charge may be made to the establishment.

DOGS AND PETS

No other pets than guide dogs are allowed in the establishment.

STATUTORY REQUIREMENT

This establishment is subject to statutory controls including those relating to fire, licensing, health, hygiene and safety. These must be strictly observed by guests and friends.

DATA PROTECTION The information provided by the guest is for the establishments use only. By confirming the booking the guest consents to the processing of the information.