

ROCKLEY HOUSE

terms & conditions

BORING IT MAY BE, BUT A LOT OF THIS IS IMPORTANT ESPECIALLY TERMS RELATING TO CANCELLATION AND LIFE-THREATENING NUT ALLERGIES

Cancellation: your reservation is made with Jane Bayley trading as **ROCKLEY HOUSE** ("the bed and breakfast") and represents a legally binding contract between you and the bed and breakfast. For bookings of 2 rooms or more, and/or 3 nights or more, and/or special events and public holidays, **we require a minimum of 21 days notice** of cancellation or amendment of any reservation to avoid a cancellation charge of at least 50% of the total value of the reservation as detailed in the confirmation letter. For other bookings a minimum of 7 days notice is required. At the sole discretion of the proprietor, the charge **MAY** be waived in part if we are able to re-let the cancelled room(s) in part, and **WILL** be waived in full if the total value of the booking can be replaced in full. **We do not take deposits. Sadly due to the number of late cancellations we have recently experienced we now require a valid credit card to secure bookings and reserve the right to charge the card for cancellations falling outside the permitted time scales, as detailed above. By entering into this contract you are authorising us to make the above charges to the card without any additional consent being required.**

Special dietary requirements: we regret that we are not able to accommodate any person(s) with a serious and/or life-threatening nut or food allergy as we cannot guarantee the provenance of every item of food in our kitchen. We are happy to cater for any other dietary needs, such as gluten-free, vegetarian or vegan diets, but please tell us at the time of booking as we can provide more interesting choices with prior notice.

Smoking: **ROCKLEY HOUSE** is non-smoking. Any bedrooms tainted by residual tobacco odours will be specially cleaned and aired over a 24-hour period and all charges resulting from this, both actual and loss of business (at prevailing B&B rates) will be charged to the credit card given to secure the booking.

Children: we welcome children. Cot hire and bedding is charged at £10 per stay. We have a good selection of children's videos, DVDs and games for you to borrow. Children occupying room 6, a twin room set along side the parental double (room 5) share a family bathroom with their parents. This room combination is charged at £90 per night. **Our garden backs straight onto the canal, with no barriers. You are welcome to feed the ducks and enjoy the views. Your children are your responsibility and should not be left unattended at any time.**

Cats and Dogs: we welcome dogs provided they don't run amok, bite or bark and that they use the doggie towels (provided) to wipe their dirty paws. A maximum of 1 dog permitted at any one time. Please note we have 3 resident cats called Grumpy Old Bob Cat, Cloud & Whisper – none are allowed in guest rooms

Damage: we reserve the right to charge for the replacement, cleaning or repair of any item(s) belonging to the bed and breakfast, or the fabric of the building itself, damaged either willfully or because reasonable precautions have not been taken. In this event your credit card will be charged without prior consent being required against invoice(s) that will be provided for the costs incurred.

Payment: We accept all major credit and debit cards including Amex, although we would prefer you use a different card if at all possible due to their high administration charges.