



## APPLECROSS INN

# 2019 Terms & Conditions for B&B Bookings

## Normal Bookings - Up to 6 guests (more than 6 guests have different T&Cs)

### Terms & Conditions

#### Policy

1. Check in Between 15:00 and 22:00 - Check out by 11:00. 2. Children of all ages are welcome. 3. Pets are allowed at a charge of GBP 15.00 per stay. 4. Smoking is allowed in some of the open air areas 5. Groups are accepted up to a maximum of 6 people. No stag and hen groups. 6. Parking for all guests is available on site and is free of charge.

#### Payment Conditions

A valid credit card is required to guarantee the booking. Payments by cash, bacs, and the following cards: Visa Debit / Delta, Visa Credit, Maestro / Switch, Mastercard - no charge

#### Additional Check In Notes

Come to the bar to check in and receive your key. Dinner is available to our guests in our bar/dining area. Meals are served from 12pm till 9pm. We automatically reserve a dining table for residents. We will discuss a preferred time on arrival. If you are going to be arriving after 6pm please let us know so we can best manage your dining table.

#### Cancellation Conditions

If a booking is cancelled less than 2 days before arrival then a charge equal to the first night of the stay will be made. If a booking is cancelled less than 30 days before arrival then a charge equal to 25% of the stay will be made. In the event of a no show or booking reduction (after arrival date) the full cost of the booking is charged.

### Additional Terms and Conditions

#### Group Bookings for parties larger than 6

If your booking is for a group, of more than 6 people, you must contact us directly to discuss your requirements. These are special bookings and have different Terms and Conditions. Please email [applecrossinnbookings@btconnect.com](mailto:applecrossinnbookings@btconnect.com) with your booking request.

#### Pets

Pets must be well behaved and bring their own bedding if they are sharing the room with their owners.

#### Room Allocation

Please note, we manage our rooms on a 'whole of Inn' occupancy basis. This gives us the flexibility to meet our guests needs, based on their requirements for their stay, and to manage occupancy. Please ensure you select the type of room and the required configuration you need at the time of booking. Please note you are not booking a specific room, rather one which has the occupancy and configuration requirements, at the tariff suitable, for you.

If you have visited before, you are welcome to request a specific room, we will do our best to meet your requirements. Please request these through the comments section on your booking.

Please ensure you advise us of any extra needs or requests e.g. our downstairs room due to access, dietary restrictions, special additions e.g. wine in the room. Please request these through the comments section on your booking.

#### Request a cancellation

If you wish to cancel your booking you must email us at [applecrossinnbookings@btconnect.com](mailto:applecrossinnbookings@btconnect.com). Your booking is not cancelled until you receive an email reply from us.