

Belle Dene Guest House
Booking Terms and Conditions & Cancellation Policy

Booking and Cancellation

Upon acceptance of a booking Belle Dene Guest House will require a credit card number to secure the booking.

Acceptance of the booking whether in writing or verbally constitutes a legally binding contract between the guest and Belle Dene.

Any cancellation charges will be charged to the credit card used to book the reservation as will any replacement due to damage or extra cleaning required due to excessive soiling.

If a guest cancels the booking 2 days or less prior to arrival then the full cost of the booking will be charged to the credit card used to book the reservation. We would recommend taking out cancellation insurance to cover any eventuality.

The number of people occupying a room must not exceed the allocation allowed at the time of the booking.

No child under the age of 18 years may occupy a room on their own.

If a Guest shows unsuitability to stay at Belle Dene because of unreasonable behaviour or nuisance to other guests he/she and accompanying party will be asked to leave.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

Damages and Breakages

You are responsible and liable for any breakages or damages, which you cause to the accommodation or its contents. All we ask is that you report any incidents 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 not reported at the time.

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.

No Smoking Policy

It is now the law that smoking is not allowed inside the Guest House and Belle Dene operates a strict non-smoking policy. By booking with Belle Dene you accept that if you break this policy or are suspected of having broken it your booking will be cancelled. No refund will be given and you will be asked to leave. You may also incur extra cleaning charges.

Occupancy

Unless by prior arrangement arrival is between 4.00 – 7.00 p.m. to 10.00 a.m. on the day of departure.

Sorry we do not allow stag or hen groups or pets.

Only registered guests may enter the property and will be allocated keys. Please do not allow other people entry to the building. Please ensure the inner front door is kept locked at all times.

We may change our Terms and Conditions without notice.

If you require a copy of these Terms & Conditions in larger print please ask.