

## TERMS AND CONDITIONS

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

### Arrival and Departure

Check-in is available from 3.00pm to 7.00pm (15:00 to 19:00) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival. We ask that you please vacate your room by 11.00am (11:00) on the morning of departure.

### Reservations

Please note the cancellation policy before committing to a reservation. *Bookings made online via our website or via online travel agents may be subject to different terms and conditions in force at the time of booking. This is to protect your security in carrying out the booking and providing credit card details over the internet.* In order for us to secure your booking, credit/debit card details are required. For direct bookings and those made via our website a payment equivalent to one nights stay will be debited from your card. For 'Non-refundable' offers, payment will be taken in full at time of booking. No further payments will be charged to your credit/debit card unless:

- a) you ask us to.
- b) the booking is cancelled within 14 days of the scheduled date of arrival (for flexible bookings).
- c) you fail to arrive.
- d) you use the card to pay on departure.

However, we reserve the right to pre-authorise the card with a charge equivalent to the room(s) single night rate.

If you are unable to secure the booking with a credit/debit card then we require payment by BACS for the full amount of the stay. We will then send confirmation once the money has cleared.

### Cancellation by the Guest

#### *Non-refundable bookings*

No refund will be offered for cancellations, no-shows and early departures. Changes or amendments to the reservation will be termed as cancellations and no refund will be offered.

#### *Flexible bookings*

Bookings can be cancelled up to 2 weeks before 19:00 on the day of check-in free of charge. Bookings cancelled less than 2 weeks before 19:00 on the day of check-in will incur a charge of the first nights stay. Guests failing to arrive without notification may be responsible for a charge equivalent to the total reservation price. Guests are reminded that no exceptions to the above conditions will be made and that any booking made with Creagan House for either accommodation, goods, services, meals or drinks that are pre-booked (verbal or written) forms a legally binding contract. For this reason, we advise that you take out suitable insurance to cover against unexpected costs such as cancellation fees. In addition, we may take legal action, through the Courts, to recover any outstanding debts.

### Cancellation by Us

Should it become necessary for us to cancel a booking we will contact you immediately. Any payments made will be refunded in full.

### Change of Room

If a booking is taken for a specific room and the room reserved is rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

### Car Parking

A car park is available for guests' use at the side of the house. Cars parked here are at owners risk.

### Damage and Breakages

You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we act quickly. We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant.

### Keys

During your stay, you have full responsibility for your room key. Lost keys will incur a charge of £10.00.

### Liability

We do not accept 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 whilst acting in the course of their employment.

### Lost Property

We are happy to return items that have been left following departure. There will be a minimum charge of £5.00 to cover post and packaging.

### Missing Items

We reserve the right to charge for missing items from the property.

### Payment

Payment is due on the morning of departure by cash or credit card.

### Pets

Pets are welcome at Creagan House however there is an additional charge of £5 per dog per night

### Prices

We reserve the right to change our prices at any time. This does not affect bookings already made.

### Smoking

Smoking, including the use of e-cigarettes, is NOT permitted within any part of Creagan House. Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

### Termination Policy

Creagan House reserve the right, at its discretion, to terminate, without notice, individuals stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others (Please note that non-compliance of our smoking policy may constitute termination). In such circumstances any outstanding account must be settled, no refunds will be made.

We reserve the right to amend these terms and conditions at any time.

March 2019

# Creagan House