

## Tudor Cottage B&B Terms and Conditions

Thank you for choosing Tudor Cottage B&B for your stay in Dorset. Our aim is to ensure you have an enjoyable and relaxing stay.

We have based our booking terms and conditions on Visit Britain's recommendations for small Bed & Breakfasts and by making a booking to stay with us, you are entering a legal contract that is subject to the following terms and conditions and by proceeding with a reservation you will be deemed to have fully read and understood them.

**Prices:** Our prices indicated on our website or otherwise are for the room(s) and include breakfast(s).

**Restrictions:** Sorry, we only accommodate children over the age of 14 years and can only accommodate a maximum of two people per room.

**Non-residents:** Any person(s) not accepted by us as paying guests will not be permitted to join you either in your room or in the public areas of the house unless by pre-arrangement with Louise.

Tudor Cottage is strictly **non-smoking**.

We do not allow **pets**.

Being an old Tudor property, Tudor Cottage is not suitable for wheelchair users. It has narrow and **steep stairs** typical in a property of this age and the **house is small**.

The **minimum stay** is two nights.

**Special Requirements:** if you or any member of your party has any special requirements or significant allergies, please let us know at the time of making the booking.

To secure a stay with us, a **deposit** of £60.00 per room is usually required, to be paid by credit/debit card. This deposit is not returnable but may be moved forward towards a future booking.

**Cancellation:** As we are a small business, cancellations have a significant impact on us and in accepting a booking, subsequent requests for the same period may have been turned away. If you need to cancel your booking, please let us know as soon as possible so that we can attempt to re-let the room(s). If we do manage to re-let the room for the full booking, we will be happy to refund your deposit, less a £10 administration fee. If we cannot re-let the room, the deposit will not be refunded. No further fees are charged when bookings are cancelled two weeks or more before the arrival date. However, you will still be liable for the outstanding balance if cancellation is made less than two full weeks before your arrival date and this may be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let.

**Curtailement:** If you curtail your booking in advance of, or during your stay, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, then you will still be liable for the remaining outstanding balance. If we are able to re-let the room for part of your remaining booking, then you will only be liable for any days that the room is not re-let.

**Non-Arrivals:** Should you fail to arrive and take up your booking a charge will be made against your credit/debit card for the full outstanding balance.

**Third Party Bookings:** If the person making the booking is different from the person taking up the occupation, the person who makes the booking may be held responsible for cancellation, curtailment or non-arrival fees as well as damage or loss, and appropriate charges will be taken from their credit/debit card.

**Postponements:** If you need to postpone your booking, please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, we will be happy to transfer your deposit in full to a new booking or refund your deposit, less a £10 administration fee. If we have been given two weeks or less notice and cannot re-let the room, the

deposit will not be refunded and you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let on departure.

**Holiday or Travel Insurance:** We recommend you taking out appropriate holiday or travel insurance.

**Non-availability of Accommodation:** we would only cancel your booking if your room was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the booking. Our liability would not extend beyond this refund.

**Bookings commence at 4.00 pm** on the day of arrival and terminate at 10.30 pm on the day of departure.

**Check in:** Your room will be available to you for check-in between **4pm and 9.00 pm** on the day of arrival, unless otherwise arranged. Please ensure you contact us as soon as possible to let us know if you will be arriving after 9.00 pm so that appropriate arrangements may be made. We may not be able to accommodate you if you arrive earlier than the agreed time as Tudor Cottage is a small establishment, 24 hour reception is not available and we may be busy with personal commitments, preparing rooms or out buying supplies.

**Car Parking:** One car parking space per room booked is provided. If you have more than one vehicle on street parking is available. Cars are parked at their owner's risk.

**Departure:** On the day of departure, we kindly request that you vacate your room by **10.30am** to allow us time to prepare the room for our next guests.

**Payment:** Payment on departure should be by card, cash, cheque, or by bank transfer on arrival please. An invoice will be supplied.

**During your stay:** Our aim is to offer all our guests a relaxing and tranquil stay and we kindly ask guests to respect other guests' quiet enjoyment and relaxation.

**Housekeeping:** is between 11am and 2pm each day and we will require access to your room during these 3 hours. If you are not planning on being out during these hours, please let us know.

**Accidents** happen - please let us know immediately of any **damage or spillage** so that we can attempt a speedy repair or clean. Spillages are more easily rectified the sooner they are dealt with. Any significant breakage or damage may result in a charge for replacement, repair or specialist cleaning. If the damage means the room cannot be made available in good time for the next arriving guests, you may also be liable for loss of income.

We appreciate **muddy shoes and boots** being left beside the front door.

Any item taken from the rooms without our consent will be charged for.

**Lost keys** will incur a £50 charge.

**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.

**Privacy Policy.** Please see our separate privacy policy accessed from the home page of our website: [www.dorchester-bed-breakfast.co.uk](http://www.dorchester-bed-breakfast.co.uk)

**Thank you for your co-operation.** We look forward to welcoming you and hope you will have a relaxing and enjoyable stay with us in our home.

Any questions about your stay? Then just ask, we're always happy to help.

Louise Clarke, Owner

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