



Cliffe House Bed & Breakfast Full Terms and Conditions

When you make a booking at Cliffe House we do not want to confuse you with lots of jargon and legal wording. The simple aim of our Terms and Conditions is to make you fully aware of what you are agreeing to when you make a booking at Cliffe House.

By paying your deposit you are entering into a legally binding contract and accepting our Terms and Conditions in full. Please understand what you are agreeing to before you book, as we will enforce our Terms and Conditions.

Our cancellation policy is simple and not intended to confuse. If you are unsure please ask before you book.

Your deposit of 50% of your total stay per room will be taken at the time of booking. This is non-refundable.

The card you use to pay your deposit will be held against your booking and may be used in the event of cancellation, no show or damage to property.

If you cancel more than 14 days prior to arrival you will not owe us anything but your deposit will not be returned.

If you cancel within 14 days of arrival you will owe us the total cost of your stay and this will be charged to the card you used to pay your deposit at the point of cancellation. We will do all we can to relet the room(s) and should this be wholly or partly possible we will provide a refund to you for the amount we have recovered from a new booking minus your deposit. This may be less than you had paid and you remain liable for the total cost of your booking.

Exceptions to our 14 day cancellation policy include Peak Season, Bank Holidays and Special Events when 28 day terms apply. These will be clearly marked on the email confirmation.

If you wish to change your booking we will try and accommodate your request subject to availability, this includes any reduction in length of stay. BUT please remember any changes within 14 days of arrival are classed as a cancellation and will be charged accordingly even if you choose alternative dates.

In the event of 'no show' the card you used to pay your deposit will be debited with the full cost of your booking. If it is not possible to debit the money from your card a debt recovery process will be followed.



Some special offers require full payment at the time of booking. This payment is non-refundable and non-transferable. This will be clearly stated and shown on your booking confirmation email.

We do not wish to sound harsh in any way with our cancellation policy but as a small business we cannot be expected to shoulder the risk or others when they choose to cancel at short notice. Please do not ask us to do this.

You are strongly advised to take out **travel insurance** and if you choose not to you are accepting the risk and potential financial loss.

Cliffe House may cancel your booking at any time without consequence. Whilst every effort will be made to recommend a suitable alternative Cliffe House has no monetary or other obligation to do so and it remains the obligation of the customer to rearrange any alternative.

Every effort will be made to accommodate you in your booked room of choice however we reserve the right to change your room should circumstances arise. Where your new room is of a lower nightly rate the difference will be refunded but no other monetary refund will be offered.

During you stay at Cliffe House you are also agreeing to the following:

You will check-in between the hours of 15.00 and 19.30hrs. Arrival after this time may not be accepted but will not be accepted after 22.00hrs, any accepted arrival after 19.30 hrs will be prior agreement. Early arrival may also be subject to the same conditions. Please let us know so that we can make arrangements.

You are over 12 years of age. If under 18 you are accompanied by an adult. We cannot accommodate babies or children under 12 years.

You are not bringing a dog or any other animal onto the premises. This includes leaving animals in your car overnight.

You will not smoke anywhere within Cliffe House. If it is later found you have smoked you will be charged a minimum of £50 for additional cleaning.

You will not light or use any candles in the bedrooms during your stay.

You will not remove any items from Cliffe House which you have not paid for.

You will respect and take care of all items and furnishings within your bedroom and the rest of the property and report any damage prior to your departure.



You will pay for any damage, accidental or otherwise and your card details used to make your booking will be debited accordingly.

You will respect the comfort of your fellow guests by minimizing noise from TV's, music systems, voices and opening and closing doors, especially after 10.00pm and before 8.00am.

You will pay the balance of your stay on or before the final morning of your stay.

You will vacate your room no later than 10.30am on the final morning of your stay.