

Polraen COUNTRY HOUSE

TERMS & CONDITIONS – REVISED JULY 2020

Prices The price quoted is per room on a bed and breakfast basis.

Smoking This is a non-smoking establishment.

Pets Sorry, we do not allow pets at this property, unless service dogs.

Children may share family room accommodation. Charges apply.

Check In: From 4.00 pm (earlier by prior arrangement)

Check Out: 10.30 am. We are happy to store luggage if required.

Deposit: Your reservation becomes a legal and binding agreement when you pay the first night of your stay by debit or credit card and receive our confirmation. Bookings made within 14 days of arrival pay in full.

Final balance: Due 14 days in advance of arrival. Any unpaid balance is payable on arrival by cash or card.

Cancellation Terms: The following cancellation terms apply, based on notice given in advance of arrival date:

Notice given:	Guest Liability	DIRECT BOOKING ADVANTAGE
15+ days →	£50 per room administrative fee – balance of deposit will be refunded	No penalty if Flexible Reservations Policy* is applied – see below
8-14 days →	Loss of deposit	No penalty if Flexible Reservations Policy* is applied – see below
2-7 days →	Guest liable for full amount. However, we will attempt to re-let your room to minimise your loss and provide a proportionate refund at our discretion.	
Less than 48 hrs	Guest liable for full amount – no refund	
No Show	Guest liable for full amount – no refund	
Curtailement	Guest liable for full amount – no refund	

If you need to cancel, it's important you tell us at the first opportunity. Cancellation must be sent to us in writing via email to enquiries@polraen.co.uk. We'll acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. We suggest you take out insurance specially designed for holidays in the UK.

Covid-19 – Our Flexible Reservation Policy = Direct Booking Advantage

In these uncertain times, direct bookings benefit from our Flexible Reservation Policy. Rather than cancel your holiday, if you give us notice more than 8 days in advance of arrival, you can defer your stay without losing any value from monies paid to us. This flexible 'no penalty' policy does not apply to bookings via online travel agents. You can either:

1. Transfer 100% of your deposit to a future date up to a year beyond your original booking. Any new reservation to remain at or above the value of your original booking and is subject to availability and prevailing pricing OR
2. Transfer 100% of the deposit value to a nominated friend or family member to use by 31st December 2020. You should confirm the named person in writing and the nominated friend or family member will need to provide address and payment details to take over the booking and become responsible for the balance of payment. Your deposit will remain with Polraen. It is up to you whether you 'gift' its value to the recipient or get reimbursed.

Flexible Reservation is another benefit of booking direct - bookings received via online travel agents will incur some penalty for cancellation after booking.

Staying Covid-19 Secure: All guests agree to accept and comply with safety measures introduced to protect guests and staff to stop the spread of corona virus. In accordance with our Risk Assessment, we reserve the right to cancel a booking with immediate effect if guests are not respecting social distancing measures in public areas or honouring this agreement or causing a disturbance/nuisance to other guests, neighbours or the owners. No refund is applicable in this event.

It is a condition of your booking that you must not set off to travel to us if you are suffering symptoms. If you or anyone in your party are showing symptoms of the Corona virus during your stay, you must notify us immediately and remain isolated in your room. You will be expected to return home immediately if you can do so safely. If it is not reasonable for you to travel and you have to remain self-isolated on our premises, you will be financially responsible for any extension to your stay and any ancillary costs for supporting your isolation eg extra food, medicines. In the event that we must also cancel other incoming bookings, we reserve the right to seek redress for reasonable consequential losses.

Cancellation by Owner: In the event we need to cancel your booking due to government regulation, we cannot be held liable for circumstances beyond our control. We would attempt to find you alternative local accommodation if appropriate but our liability is limited to refunding payments already made by you to us.

Exceptional Charges: We reserve the right to make a reasonable additional charge for:

- Lost keys (£100)
- Exceptional cleaning and/or repairs due to damage caused by guest(s)

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.

Privacy Policy: Payment data and personal details submitted during the course of booking are held by Stripe – an automated PCI (Payment Card Industry) secure and compliant payment system. With your permission we may occasionally send you marketing material but will not share your details with any third party.

Non refundable bookings: Occasionally, we advertise heavily discounted rates which require prepayment in full. These remain 'non refundable' bookings under any circumstances and will be clearly advertised as such.