

# Longmead House Terms and Conditions

The following terms and conditions will apply once an offer of accommodation has been made and accepted:

## Payment of deposit

Valid **Debit** or **Credit Card** details must be supplied to secure any accommodation. To secure your booking, Longmead House requests a non-refundable deposit of 25% of the total accommodation charge or cost of 1 night, whichever is the greater.

When paying a deposit by cheque we require 50% of the total amount. Cheques should be made payable to '**Longmead House**'. Please note that we will only hold a room for 2 days whilst awaiting arrival of a cheque.

## Cancellation

In the event of a cancellation Longmead House reserves the right to charge up to 100% of the total cost of the booking as follows:

Cancellation **14** days or more prior to commencement of booking - **Loss of deposit already paid**

Cancellation **7-13** days prior to commencement of booking - **50%\* charge or cost of 1 night (whichever is greater)**

Cancellation **1-6** days prior to commencement of booking - **65%\* charge or cost of 1 night (whichever is greater)**

Cancellation on day of booking or "no shows" - **100%\* charge**

\* If we subsequently manage to re-sell all or part of your booking then we will reimburse you any monies due, less the 25% deposit taken at the time of booking. This means that if we manage to re-sell all of your booking then you will only be out of pocket by 25% (your original deposit).

No reduction is made for temporary absence, meals not taken or for departure earlier than stated in the original booking.

Minor alterations to advance reservations (e.g. changes to dates) can sometimes be made on request, depending on availability, but a reduction in the number of nights or guests booked constitutes a fundamental change and is treated as a part cancellation.

Cancellation charges become due on the date the booking is cancelled and will be taken from the same card details supplied at the time of booking.

**We recommend that you take out holiday cancellation insurance if you are at all concerned that you may have to cancel your booking with us.**

## Payment of balance

Accounts should be settled the day you vacate the room by debit card, credit card or cash – our preferred transaction is DEBIT CARD.

## Further information

Special needs/ requirements: Please advise us at the time of booking, so that the appropriate service can be provided.

Smoking is not permitted on the premises.

Dogs cannot be accommodated inside Longmead House.

Children over the age of 7 years old are welcome

Rooms must be taken up between 3pm and 7pm unless prior arrangements have been made.

Check-out time on day of departure is 10.30am.