

## **Cordilleras House Terms and Conditions**

All room bookings at Cordilleras House are subject to these terms and conditions:

### **1. Bookings and deposits**

1.1 Bookings must be accompanied by a deposit equal to 50% of the total cost of your anticipated stay. This will be taken over the phone using a debit or credit card. Making a booking constitutes a legal contract. We can only accept bookings from those aged 18 or over.

1.2 Final payment is accepted by debit/credit card or cash only. We regret we do not accept cheque payment. We regret we do not accept payment by American Express.

### **2. Cancellation policy**

More than 7 days notice

2.1. If you need to cancel your stay, please let us know as soon as possible, at least 7 days before your stay is due to start. In this instance, if we are able to re-let the room or rooms you booked, then we will refund your deposit minus a service charge of £10. If we are unable to re-let the room or rooms then your deposit will not be refunded. If you wish to change the dates of your stay, we will do all we can to accommodate this request, subject to availability. If it is possible to accommodate a change of dates, your deposit will be carried forward to the new dates.

Less than 7 days notice

2.2 Cancellation with less than seven full days notice, or a failure to take up the booking on the day, will incur a full charge for all the rooms booked. In the light of this standard policy we strongly recommend that you take out Holiday Insurance which is inexpensive and readily available.

2.3 Cancellation by us

We would only cancel your accommodation for exceptional reasons beyond our control. We would refund any money you have already paid and would attempt to find alternative good quality accommodation for you. Our liability would not extend beyond a full refund.

### **3. Conditions of Stay**

3.1 If you decide to shorten your stay, the full amount for the original booking will be charged to the debit/credit card used to make the booking.

3.2 The number of people sleeping in Cordilleras House must not exceed the number of people who have booked to stay.

3.3 We will in no way discriminate against you on the grounds of gender, race, disability or sexual orientation.

3.4 If you have a disability we will do our best to accommodate you, based upon what you tell us when you make the booking. Whilst we will aim to do all we can to meet the needs of our guests, our house is an old building and there are some aspects which may make it unsuitable for people with limited mobility. We have no ground floor bedrooms.

3.5 Check-in is from 4 pm until 7 pm. If you need to arrive early or have your luggage delivered early, please talk to us about this at least 24 hours before you are due to arrive, and we will do our best to meet your request.

- 3.6 Breakfast is served between 7.30 and 9 am daily.
- 3.7 Check out is no later than 10.00 am as we have to prepare for guests arriving later in the day.
- 3.8 If you have any special dietary needs please let us know at least 24 hours before your arrival.
- 3.9 We use hypo-allergenic pillows and quilts.
- 3.10 We welcome children of all ages, but only have one family room so a family booking will be subject to availability.
- 3.11 We are unable to accept any pets as we have a cat of our own. Please be aware of this if you are allergic to cats. The cat does not have access to guest bedrooms but will walk through communal areas of the house.
- 3.12 Cordilleras House has a strict no smoking policy, both **in the house and garden**.
- 3.13 Eating takeaway food is not permitted in your bedroom. If you would like to order a takeaway, please talk to us, as it may well be possible for you to use the Dining Room to eat this in.
- 3.14 Drunken and disorderly behaviour will not be tolerated. Booking with us indicates that you accept these conditions. In the unlikely event that you do not comply with these conditions, we reserve the right to ask you to leave immediately, to charge you any costs incurred in cleaning the room, and to charge the full cost of your booking.
- 3.15 We will charge you the full cost of repair or replacement following any damage caused, accidentally, recklessly or deliberately, and any loss of income that results if the room(s) has to be taken out of use. Any payment will be deducted from the debit/credit card used at the time of booking. We will inform you in writing, by letter or email, if we make a charge under such circumstances.
- 3.16 The washing of clothes in the en suites is not permitted but we can provide a laundry service for a small charge. It is also unacceptable to hang wet or dirty camping equipment to dry in the bedrooms; if you need to dry equipment please discuss this with us and we will make a drying area available to you overnight.
- 3.17 We cannot accept responsibility for loss or damage to your property during your stay, nor can we accept responsibility for any damage to clothing encountered during the washing or drying of your clothes. Please ensure you have all your belongings with you when you leave. You will be charged the cost of the onward postage of any items left behind.