

Sea Spray House - Terms and Conditions

Thank you for choosing to book with us, we hope you will enjoy your stay. The following terms and conditions apply to your booking. They form the terms of a legally binding contract between us and you.

Price

For 2012, our room prices are shown on our website based on normal occupancy. Prices and availability for the Christmas and New Year period are available on request. The price payable includes accommodation and breakfast for the number of nights stated on your booking.

Deposit

A deposit is required at the time of booking, to be paid by credit/debit card or cheque. If you book more than fourteen days before arrival, the non-refundable deposit will be 100% of the cost of your first night. If you book fourteen days or less before arrival you will be required to pay the full amount due for the whole of your stay.

Confirmation of Booking

Your booking will be completed when we acknowledge receipt of your booking request and deposit. Confirmation will be sent by post or by electronic mail. Prior to that the booking will only be regarded as provisional.

Payment

We accept payment by credit or debit card .Balance payments in cash on arrival accepted. No cheques will be accepted on arrival. Payment for evening meals and drinks from the bar must be made in cash at the time of purchase.

Cancellation by you

If you cancel more than fourteen days before arrival you will lose your deposit, but will not be charged for the remainder of your booking. If you cancel fourteen days or less before arrival, or fail to check in ("no-show"), or leave before your due departure date, we reserve the right to charge you for the full balance due for the whole of your booking, less any costs not incurred by us as a result of your cancellation. In agreeing to our terms and conditions, you authorise us to charge this amount to the credit/debit card used to secure the booking. It is recommended that you take out your own travel insurance which provides for cancellation cover.

Cancellation by us

In the unlikely event that we are forced to cancel your booking, due to circumstances beyond our control, we will attempt to offer you alternative accommodation. If suitable accommodation is not available (or unacceptable to you) then we will refund all monies already paid by you and confirm that you will not be liable for any further payments to us. In any circumstances where you are entitled to compensation, the limit of our liability to you arising from our breach of contract will be up to a maximum of twice the cost of your booking.

Arrival and Departure

You will be able to check in between the hours of 1pm and 8pm please phone in advance to advise of an estimated time of arrival, as our reception is not continually manned. Arrivals after 8pm are by prior arrangement only. If prior arrangements have not been made, and you do not arrive by 8pm, we are entitled to treat it as a "no-show". Your booking will be cancelled and we have the right to re-let your room. We request that you vacate your room 10.00 a.m on the day of departure. If you fail to do so, we reserve the right to charge for an additional night's stay.

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Damage and Breakage

We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages which we consider to be deliberately or recklessly caused, for any items discovered missing after you depart or for the cost of the room for any time period for which it is considered unusable due to damage. In agreeing to our terms and conditions, you authorise us to charge this amount to the debit/ credit card used to secure the booking, in the case of a group booking, the person responsible for making the booking is deemed to be ultimately responsible for all members of their group. If you paid your deposit by cheque, you will receive an invoice for the charges to be settled on departure. If the damage/breakages are discovered after you depart, you will be notified of any charges in writing as soon as is reasonably practicable, to be settled by return of post.

Smoking Policy

We are a No Smoking establishment. If we find that guests have been smoking in the room, or anywhere on the premises, then we reserve the right to ask you to leave immediately. You will remain liable for the whole of the cost of your stay. Whether or not you are asked to leave, we also reserve the right to charge a sum equivalent to one night's stay if we are unable to re-let the room for 24 hours whilst it is fully aired. In agreeing to our terms and conditions, you authorise us to charge this amount to the debit/ credit card used to secure the booking. If you paid your deposit by cheque, you will receive an invoice for the charges to be settled on departure. If evidence of smoking is discovered after you depart, you will be notified of any charges in writing as soon as is reasonably practicable, to be settled by return of post.

Pets

Pets are only accepted by prior notice. Please contact us prior to booking to check room availability. We do not accept large or dangerous breeds. Pets are not allowed in the dining room/bar area at any time. Dogs must be kept securely on a lead whilst in the communal areas or garden. Pet owners will be responsible for providing, pet food, pet towels and pet bedding at their own cost.

Our Liability

We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us, or our employees.

Data

Any data collected as a result of your booking will be stored in accordance with the provisions of current Data Protection (PCI DSS Compliance Programme) legislation.

Law

Any dispute between us will be governed by the non-exclusive law of the English Courts.