

TWIN OAKS GUEST HOUSE

TERMS AND CONDITIONS

GENERAL –

We ask that advance bookings are confirmed by letter or email together with a deposit paid either by cheque made payable to 'TWIN OAKS GUEST HOUSE' or card details over the telephone. Enquiries are dealt with within the maximum of 24 hours.

We **do** accept American Express but there will be a charge of 3% on each transaction, Debit/Credit card transactions are **free** of charge. Payment can also be made in cash/personal cheques in pounds sterling.

The offer of accommodation is made subject to availability at the time of confirmation. Rooms will be held until 6pm, unless prior arrangements have been made for a later arrival; please telephone ahead if it looks as though you will arrive later than 6pm.

Room rates are provided on request which includes single occupancy rates.

Special business rates are available.

Ground floor bedroom available on request.

Twin Oaks Guest House is a NON SMOKING establishment.

Breakfast is served between 8.00 to 9.00am Monday to Friday and 8.30 to 9.30am on Saturday, Sundays and Bank Holidays

Standard Check-in time is from 4.00pm. Check out time is 10.00am.

Children are welcome, but must not be left unattended in the Guest House at anytime.

CANCELLATION POLICY -

Once a booking has been confirmed any cancellation or amendments are subject to the following charges: - More than three weeks prior to arrival you may lose your deposit, less than three weeks and more than 24 hours prior to arrival the first night's accommodation will be charged. Less than 24 hours prior to arrival time you may be charged up to the full value of the booking.

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation. If this was not possible or unacceptable to you, then we would refund all monies paid by you for the holiday. Except in exceptional circumstances, our liability would not extend beyond this refund.

TWIN OAKS ENVIRONMENTAL POLICY –

To help ensure the conservation of the beautiful New Forest and its wildlife for generations to come, Twin Oaks Guest House is committed to environmental management of our resources through re-cycling, energy and water conservation, restriction of waste and noxious matters, and the screening of all our suppliers. If you would like to see a copy of our Environmental policy please ask.

TWIN OAKS ACCESS STATEMENT –

We aim to cater for the needs of all visitors in our very homely six bedroomed bed and breakfast. Please ask for a copy of our Access Statement which has been produced as a guide in accessing our property.

Damage: Please take care with our accommodation. You are responsible for any damage or breakages you cause to the accommodation or its contents. Please report these as soon as they occur. We do not normally charge for minor breakages but may seek recompense for repair or making good if the damage or breakage is significant. There will be an additional administration cost of £30 if you did not report the damage.

Conduct: We reserve the right to ask you to leave if your conduct or behaviour is unacceptable or disturbs other guests and you will be liable for the full cost of your stay. Food and drink provided by ourselves may be consumed on the premises without our prior agreement.

Liability: We do not accept any liability for any damage, loss or injury to you or any of your party or vehicles or possessions, unless proven to have been caused by a negligent act by ourselves, employees or agents acting in the course of employment.

Privacy: Any information collected in the course of a booking will be stored on our computer(s). This will not be shared with any third parties but we may, with your agreement, contact you about any special offers or promotions in which we think you may be interested.