

Booking Terms and Conditions

Thank you for booking your accommodation with Crosby House. We would like to welcome you to our house and ask you to read our terms and conditions of booking below.

We respectfully remind our guests that a 'Bed and Breakfast' booking constitutes a contract.

The price quoted includes accommodation and breakfast. Present methods of payment – Cash, cheques (payable to Crosby House Bed and Breakfast or Claudia Watts), bank transfer or debit/credit card (please note: Credit card payments will incur a £2.00 surcharge).

A non-refundable deposit of GBP20 per night is required at the time of booking. On receipt of the deposit we will confirm your reservation. There will be no cancellation charge if a booking is cancelled 14 days before your date of arrival. In the event of a cancellation less than 14 days before arrival, the total cost of the first night will become payable. Non arrival constitutes a cancellation. If, after cancelling a booking, we are able to take another booking for the full duration of the cancelled booking, we will reimburse you the money already paid less £5 administration charges. **If you need to cancel please contact us immediately or if the booking is through a third party, then cancel through them.**

We would only cancel your booking with us if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however, if this was not possible or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Rates quoted are based on check-in date and length of stay shown in the original booking. Should you, for any reason, depart early prior to the departure date confirmed, we may impose an early departure fee. Any changes to the arrival date, departure date, or room type of a reservation is subject to the availability at the time the change is requested and may result in a possible rate change.

Check-in/Check-out Policy: Arrival time is between 16:00 and 19:00. We ask you to vacate your room by 10:00 on the day of your departure in order to allow us to prepare the room for new guests.

Please take care with our accommodation. You are responsible and liable for any breakages or damages which 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 we may send you an invoice for repair or making good if the damage or breakage is significant.

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 contractors whilst action in the course of employment.

Regrettably, we cannot accommodate pets (with the exception of assistance dogs)

Any data gathered during the course of this booking may be held on computer.

Crosby House and its grounds are totally non-smoking.

FORCE MAJEURE

We do not accept liability or pay compensation for any loss, damage or expense where the performance or prompt performance of our obligations is prevented or affected by reason of force majeure. Force Majeure means any event which Crosby House Bed and Breakfast could not, even with all due care, foresee or avoid such as war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events. You will receive a full refund of any monies paid to us.

These standard terms of sale apply to all bookings from 01 February 2016.