TERMS & CONDITIONS

LAVENDER GUEST HOUSE

This agreement

Once a reservation is made, the guest has entered into a binding contract with Lavender Guest House and these terms and conditions apply in full. Where a company, agency or similar has made the booking on behalf of the guest, the agreement is with that third party. Third parties should ensure that the guests are aware of these terms and conditions. This agreement applies for all bookings made.

Covid-19

You should not travel if you have any concerns about your health or that of anyone travelling with you. You should not travel if requested to self-isolate by the authorities.

We will refuse entry to anyone who has been instructed to self-isolate as part of the NHS Track and Trace process. If you or anyone in your party has knowingly travelled with symptoms or in breach of the Track and Trace regulations, and Crossways Guest House has to close to guests as a result, you will be liable for the full room rate for the entire quarantine period in addition to the payment due for the booked stay. The same will apply should you book a stay with us for the purposes of self-isolation.

You should cancel your booking if within 14 days of your due check-in date you have:

* had Covid-19 symptoms check.
* been tested positive for Covid-19
* knowingly come into close contact with someone who has had Covid-19 symptoms or tested positive for Covid-19

In all other circumstances if you cancel less than 24 hours before arrival (or in the event of non-arrival) a full charge will be made for the first night. We also reserve the right to charge for 75% of booked value for consecutive nights if we are unable to resell the guest house. We reserve the right to charge for unused nights in the event of an early departure.

Our Responsibilities

Lavender House undertakes to provide guest accommodation in the room(s) and dates agreed in the reservation.

Arrivals and Departures

You can check – in from 10.00 am. If however your room is not ready you are welcome to leave your luggage. Please let us have your time of arrival so that we are here to welcome you. We ask that your room is vacated by 12.00 am on departure date.

Your Booking

Your booking is as contracted for the number of nights and people. You are not allowed to have additional people staying in the room over and above the number contracted (i.e. you cannot have four people sleeping in the triple room) without prior agreement. The set number of persons is 11 and couches or living areas may not be used for additional sleeping areas. Lavender House reserves the right to charge the full rate for any such unauthorised stay and/or to terminate the booking. In this eventuality, we will levy a charge of 75% of the agreed booking fee for any unused nights.

Cancellations

All cancellations of accommodation must be given at least 24 hours prior to your arrival date, thereafter a full charge will be made for the first night. We also reserve the right to charge for 75% of booked value for consecutive nights if we are unable to resell your room. We reserve the right to charge for unused nights in the event of an early departure.

Children

We welcome children of all ages and because there is a Pool area it is the sole responsibility of the guardian or parents taking up a booking to ensure correct monitoring of children in this area at all times. The Guest house does not accept liability for incidents in and around the pool area for both adults and children.

Behaviour

Please remember that you are in a residential area with neighbours and community around you need to be respected. We reserve the right to terminate bookings if faced with unreasonable behaviour to the neighbours or members of staff.

We do not tolerate racist, sexist, or otherwise discriminatory language or behaviour and we reserve the right to terminate a booking on receipt of a complaint.

The Guest house is for use for its residents only and may not be used for parties or other events during your stay. Parties are not accepted.

Payment

Full payment must be made 1 month prior to travel. Lavender House will not hold a booking that has not been fully paid for and reserves the right to resell and refund should another fully paid booking be made outside if not paid up a month to your booking.

Complaints

In the event of a complaint, we will investigate and respond in a timely and courteous manner. Where appropriate, we will make immediate amends.

Housekeeping, Guests’ Liabilities

Lavender House is strictly no smoking accommodation on the entire premises, kindly respect this. A standard cleaning charge of $100.00 per night will be levied on guests who smoke in their rooms and will result in termination of booking.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest’s credit or debit card, or send an invoice for the amount to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guest’s credit or debit card, or send an invoice for the amount to the registered address.

We reserve the right to take action against any guest found to have tampered or interfered with any fire detection equipment throughout the Guest House, including detector heads in public areas, bedrooms, and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the Guest House due to their actions and additionally may be asked to leave the hotel.

We will use our best efforts to return any items left behind by a guest after their stay, but reserve the right to recoup any costs incurred. Kindly have correct forwarding details at registration.

Pets

For the comfort of other guests, we do not allow pets. If you have a registered assistance dog, please inform us prior to booking.

Security

Lavender House expect your room and the front door of the property to be closed at all times. We request that all guests follow this safety and security measure. We reserve the right to refuse admission and exclude visitors from our accommodation.

A booking-in form must be completed by all guests on arrival with passport numbers for overseas visitors.

The property has 24 hour security cover with remote response.

Data Protection

Lavender House retains your contact details as an integral part of the booking process. We are required to retain your registration for a year. We may contact you in the future with a newsletter, but you can opt out at any time. We will not share your information in any other way with any third party.

Loss of or Damage to Guests’ Property

Lavender house is not liable for losses incurred while on the property. Insurance of personal belongings and equipment is not covered under the home insurance cover. Where compensation arises from direct fault of the Guest House this will be;

* a) extends only to the property of guests who have engaged sleeping accommodation at the hotel;
* b) does not cover motor-cars or other vehicles of any kind or any property left in them.

Have an Enjoyable Stay

LAVENDER GUEST HOUSE TEAM

Guest Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_