

The Steamboat Inn

Booking Terms & Conditions

Welcome to the Steamboat Inn! We are a Small independent Inn situated on the Solway Coast over-looking the Solway Firth, and our aim is to make sure all our guests have a very comfortable and enjoyable break with us. We have set out some terms and conditions with everyone's best interests in mind. By proceeding with your reservation today you are deemed to have fully understood and accepted our terms and conditions as explained below. These terms and conditions apply to all guests who book with us and we urge you to read these carefully before proceeding.

Payment:

Full payment is required, upon booking you will be required to pay the full amount for your stay. Please refer to our cancellation policy below. Payments should be made by card over the phone, or cash if appropriate.

Check In Times:

Check in is available between 5-10pm daily, should you require a different time please advise upon booking and where possible we will accommodate. You will be greeted at the Inn by a member of staff who will show you to your accommodation and answer any questions you may have.

Departure:

We ask that all guests depart by 10am on your departure date this allows staff to do a deep clean of all accommodation before our next guests.

Acceptance of Children:

We are family friendly and children are very welcome however we only have a twin & double room at the Inn should you require a travel cot etc you must provide suitable arrangements. Our one bedroom self-catering cottage can sleep upto 4 people with the provision of a sofa bed in the living area.

Acceptance of dogs:

Dogs are **not** permitted in the B&B rooms however well behaved trained dogs will be made welcome in the self-catering cottage upon request at booking. Dogs must be kept on a lead in the grounds of the Steamboat and in the Village of Carsethorn at all times.

Cancellation:

As a small independent business that relies on the short tourist season cancellations or no shows has a huge impact on our business therefore we have reluctantly introduced the following policy.

- Cancel 21 days or more prior to your check in date – **FULL REFUND**
- Cancel 14 days prior to your check in date – **50% REFUND**
- Cancel less than 14 days prior to your check in date – **NO REFUND.**

Refunds will be made as appropriate and should appear in your account 7-10 working days after notification of cancellation. Most of our guests book in advance with the occasional last minute bookings. The above is relevant to our bookings to allow us to potentially allow other guests to make use of the accommodation.

Amendments:

Should you need to make any amendments to your booking we will do our best to accommodate any amendments within reason. You can make amendments by email to steamboatinnweb@yahoo.com or by telephoning 01387880631.

Cancellation by The Steamboat Inn:

Should we have to cancel your booking, this would only be on very exceptional and unforeseen circumstances we will notify you as soon as practically possible. In the event we do cancel your booking we will endeavour to provide you with alternative accommodation at your approval in the local area.

Non Residents:

We ask that non-residents do not enter accommodation at the Steamboat, all guests / visitors are more than welcome in the public bar and restaurant at the Inn during opening hours.

Food in B&B Rooms

We don't mind food being consumed responsibly, tea and coffee making facilities are available on request with fresh milk (removed due to Covid-19/further information below). At present we cannot provide room service, but the bar and restaurant is open daily with staff on hand for anything you require.

Car Parking:

We have a car park to the front of the Inn and one to the rear where B&B and self-catering guests are welcome to park for your convenience.

Liability:

We do not accept any liability for any damage, loss or injury to any member of your party, vehicles or other possessions unless proven to be caused by a negligent act by ourselves or our staff.

Damages to property/equipment:

We ask that you take care of the cottage / rooms and its content as you should. We appreciate accidents do happen therefore ask that you inform a member of staff if something does happen this includes spillages etc. Should anything appear damaged or ineffective on arrival please also inform a member of staff and we will aim to sort any problems immediately.

Smoking:

Smoking is not permitted in our cottage or B&B rooms, we ask that you go outdoors should you wish to smoke/vape

Should you need any clarification on any of the above or have any questions a member of our team will happily assist.

Guests of the Steamboat Inn: Cottage & B & B Rooms

Covid-19: Information Pack and Policies of the Steamboat Inn

Introduction:

To ensure your safety and wellbeing, we have conducted a risk assessment on our overall business. This policy covers aspects that we have introduced after completing a risk assessment for our self-catering cottage and B and B rooms at the Inn.

Changes in Arrival and Leaving Times:

To allow us time to effectively and thoroughly clean your accommodation, we have changed check-in time to 17:00, and check-out time to 10:00.

We will be flexible where we can on these times, but we know that you – and we – want to ensure that a thorough deep clean has been conducted prior to your stay.

Cleaning and Items in the Room:

On the topic of cleaning, we have installed a new cleaning regime in line with the guidance of the Association of Scotland Self Caterers on cleaning: <https://www.assc.co.uk/policy/cleaning-protocols-for-self-catering-properties-in-the-context-of-covid-19/>

Items that are not strictly necessary for your visit have been removed from rooms to aid cleaning times, and minimise items that could have been touched by another guest. Please therefore feel free to bring with you any books or games or other items that would make your stay more enjoyable.

In the cottage only, cooking items are available for self-catering. All items have been run through a dishwasher prior to your arrival, or been washed in hot soapy water and/or sprayed with EN 14476 certified disinfectant.

We are supplying sachets of shampoo, shower gel, hair conditioner and small soap bars in your room, which are generally single use and are suitable for disposal.

Bedlinen and Towels:

For the comfort of all of our guests we are happy to provide linen and towels as we would normally, unless you prefer to bring your own. Please let us know no later than 7 days in advance of your arrival date, if you would prefer not to have bed linen, and towels provided.

If we do not hear from you in advance, we will make up the cottage or your room as normal.

Tea and Coffee Facilities:

Tea and coffee making facilities have been removed, but are available on request. If we do not hear from you in advance, these will **not** be in your room when you arrive. If you would like to buy milk or other items, these can be bought in a variety of supermarkets and smaller shops in Dumfries. For deliveries of booked food, Tesco and Asda both deliver to Carsethorn. A smaller convenience store is located at New Abbey, but is operating somewhat restricted opening hours.

If You or anyone in Your Group Suspects That You May Have Symptoms of Coronavirus:

Before Arriving: In the event that you or any of your party suspects that you may have coronavirus, to protect you, our staff and our community – we would ask you to be in touch to let us know and cancel/defer your booking – and to visit the Inn when you are well.

When at the Steamboat Inn: Please let us know as soon as possible, and we can ensure that we act in accordance with Scottish Government advice. Scottish Government guidance states that in the event that a guest develops symptoms whilst staying away from home, they should immediately book a test through NHS Inform <https://www.nhsinform.scot/self-help-guides/self-help-guide-access-to-testing-for-coronavirusor>
If they can't get online, by phoning 0800 028 2816

If Arriving or Visiting from Overseas:

If you are visiting from overseas, or have recently travelled overseas - please familiarise yourself with Scottish Government guidance, that can be found at this link: <https://www.gov.scot/publications/coronavirus-covid-19-public-health-checks-at-borders/pages/overview/>

Use of Face Coverings in Scotland:

Face coverings require to be worn on public transport and in shops in Scotland. You will find staff wearing face coverings or visors at the Inn, particularly where 2m cannot easily be maintained. Although the Scottish Government has permitted a change to 1m distancing for hospitality businesses, we have opted to maintain 2m between tables – internally and externally - for the protection of visitors and our team.

On Arrival:

Please make sure that you leave 2m distance between yourself and other visitors and guests. You will find some signage around the Inn, along with hand sanitisers for use by everyone.

The Steamboat Inn team looks forward to welcoming you to the wonderful surroundings we have at the Inn and at Carsethorn.