**Handywater B&B Terms & Conditions**

Thank you for choosing Handywater B&B for your stay in Henley on Thames. We have based our booking terms and conditions on Visit Britain’s recommendations for small Bed & Breakfasts and by making a booking to stay with us, you are entering a legal contract that is subject to these terms and conditions:-

**Prices** – Our prices indicated on our website or otherwise are for the room(s) and include breakfast(s).

**Restrictions** - Sorry, we only accommodate children over the age of 16 years and can only accommodate a maximum of two people per room. Handywater Cottage is strictly non smoking. We do not allow pets. Being 500 years old, Handywater is not suitable for wheelchair users.

**Making a Booking** - Minimum stay is two nights, or three nights on bank holiday weekends. To secure a stay with us, a deposit of the first nights’ accommodation per room being booked must be paid by credit/debit card.

**Special Requirements** - If you or any member of your party has any special requirements, please let us know at the time of making the booking. A copy of our ‘access statement’ is available upon request.

**Cancellation** - If you need to cancel your booking, please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, we will be happy to refund your deposit, less a £10 administration fee. If we cannot re-let the room, the deposit will not be refunded and you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let.

**Curtailment** - If you curtail your booking in advance of, or during your stay, please let us know as soon as possible so that we can attempt to re-let the room. If we cannot re-let the room, then you will still be liable for the remaining outstanding balance. If we are able to re-let the room for part of your remaining booking, then you will only be liable for any days that the room is not re-let.

**Non-Arrivals** - Should you fail to arrive and take up your booking without letting us know, a charge will be made against your credit/debit card for the full outstanding balance.

**Third Party Bookings** - If the person making the booking is different to the person taking up the occupation, the person who makes the booking may be held responsible for cancellation, curtailment or non arrival fees as well as damage or loss, and appropriate charges will be taken from their credit/debit card.

**Postponements** – If you need to postpone your booking, please let us know as soon as possible so that we can attempt to re-let the room. If we do manage to re-let the room for the full booking, we will be happy to transfer your deposit to a new booking or refund your deposit, less a £10 administration fee. If we cannot re-let the room, the deposit will not be refunded and you will still be liable for the outstanding balance, which will be taken from the debit/credit card used for the initial booking. If we re-let the room for part of your booking, then you will only be liable for any days that the room is not re-let.

**Holiday Cancellation Insurance** – To cover any costs caused by you having to cancel, curtail or postpone, we recommend you taking out appropriate cancellation insurance.

**Arrival** - Your room will be available to you for check-in between 3pm to 6pm on the day of arrival, unless otherwise arranged. Please ensure you contact us as soon as possible to let us know if you will be arriving after 6pm.

**Departure** - On the day of departure, we kindly request that you vacate your room by 10.30am to allow us time to prepare the room for our next guests. The balance amount of your booking is payable on departure by credit/debit card, cash or Handywater Cottage Gift Voucher. Invoices are available on request.

**During your stay** - Our aim is to offer all our guests a relaxing and tranquil stay and we kindly ask guests to respect other guests’ quiet enjoyment and relaxation.

We carry out our housekeeping between 11am and 1pm each day and will require access to your room during these 2 hours. If you are not planning on being out during these hours, please let us know.

Guests are not permitted to have visitors to their rooms without our prior agreement.

We appreciate muddy shoes/boots and wet clothing being left in the entrance porch where we provide a radiator for drying purposes.

Any item taken from the rooms without our consent will be charged for. Lost keys will incur a £50 charge.

**Privacy Policy** - Any data collected during the course of this booking will be stored on our computer(s) and/or booking diary. From time to time we may contact you by email about promotions and offers, unless you specifically tell us not to. Your details will only be used by Handywater Cottage B&B and we will not share them with any third party.

Thank you for your co-operation. We look forward to welcoming you and hope you will have a relaxing and enjoyable stay with us.

**Handywater B&B – April 2017**