

# St Cuthbert's House

192 Main Street, North Sunderland, Seahouses, Northumberland NE68 7UB

01665 720456 stay@stcuthbertshouse.com

## Bed & Breakfast - Terms & Conditions

Thank you for choosing to make a booking with St Cuthbert's House. We look forward to welcoming you. By making this booking you are entering into a legally binding agreement with us. Please read our terms and conditions of booking below.

### Booking Terms

1. These Booking Terms apply to St Cuthbert's House, our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms and Conditions.

### Special note for divers:

2. St Cuthbert's House is not suitable for diving groups, and therefore we cannot accommodate divers. We reserve the right to cancel or terminate Your booking if You have come to dive, even if You have arrived for check-in or have already checked in.

### Conditions of stay

3. St. Cuthbert's House is designed to be an 'allergy friendly' house and therefore we cannot allow smoking or pets in the house. If you choose to smoke outside the house, within the grounds or vicinity, you agree to dispose of smoking materials with consideration. No cigarette ends or used smoking materials are to be disposed of anywhere within the house. Failure to comply with these 'no-smoking' conditions may incur a 'deep cleaning' charge.
4. We cannot accommodate: divers; stag or hen groups; pets of any description; children under 12 years of age. We reserve the right to terminate Your Booking immediately, without being liable for any refund or compensation, if You engage in behaviour which, in Our view, is unacceptable or which causes a disturbance or nuisance to other guests.
5. By making a booking, you agree to be legally bound to reimburse St. Cuthbert's House for any replacement, repair or extra cleaning which We deem necessary resulting from reckless or careless use of the property.

### Arrival and departure

6. Check-in time is from 16:00 (4pm) to 20:00 (8pm), and check-out time is 10:00 (10am), unless We have agreed otherwise. Please give us an estimated time of arrival, and call us on 01665 720456 before 8pm if you are delayed and will be arriving late.

### Prices

7. All published rates include VAT where applicable, at the current rate. Our rates are quoted 'per room per night', and include heating, hot water, electricity, cleaning, and breakfast. If booking online, Your online booking form will show the total amount payable for your stay. If booking by phone, the total amount payable will be agreed verbally and confirmed by email.
8. If You incur any supplements, they will be added to the total price of the Booking. All supplements purchased during your stay must be paid in full on presentation of invoice.
9. Balancing payments can be made by credit or debit cards which We are able to accept, or in cash, during Your stay. Credit card payments may incur a 3% transaction surcharge.
10. Rates quoted are correct only for the specific number of guests and room nights on the dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change.

### Bookings & Payment

11. Bookings are made, and a contract between You and Us comes into effect, when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and received from You a non-refundable deposit equivalent to the cost of your first night's stay. The balance must be paid by You to Us during your stay.
12. Bookings can be paid for using a valid credit or debit card which is acceptable by Us, by cheque at least one week in advance of check-in, or in cash.
13. You must be able to enter into a legally binding contract and be over 18yrs to make a Booking

## **Cancellations and Refunds**

14. To make a cancellation You must call Us on 01665 720456, or write to Us.
15. We reserve the right to treat each case on its own merits, and may choose to vary the conditions set out in paragraphs 16 to 21 below. In the event of cancellation, one of the following will apply:

### **If You have paid (only) the Non-Refundable Booking Deposit:**

16. If You wish to cancel Your Booking at any time prior to arrival, and have paid only the non-refundable Booking deposit, (usually equivalent to cost of your first night's stay), you must contact Us to cancel Your Booking. Please note that your deposit is not automatically refundable under any circumstances. We recommend you consider insuring against the possibility of cancellation.
17. We will make all reasonable efforts to re-let the accommodation, but if we are unable to do so, You will remain liable for the total cost of Your booking, even if we have not yet received your balancing payment. We recommend you consider insuring against the possibility of cancellation. If You have given debit/credit card details in order to make payment of a deposit, then You agree that in the event of cancellation by You, We may debit Your credit card with the balance of the full amount of the cancelled booking.

### **If You have paid the full amount for Your Booking:**

18. If You have paid the full amount for Your Booking, and You cancel Your Booking within 48 hours of the scheduled check-in time, a charge equivalent to the total Booking price will be levied.
19. If You have paid the full amount for Your Booking, and You cancel Your Booking more than 48 hours before the scheduled check-in time, then the non-refundable deposit will remain payable to Us. We will make all reasonable efforts to re-let the accommodation, and if We are successful, We will refund any amount you have paid to Us, less the non-refundable deposit, less an administration fee. If we are unable to re-let the accommodation, You will remain liable for the total cost of Your booking. We recommend you consider insuring against the possibility of cancellation.
20. Any refund We make to You will take account of any bank, credit or other charges We may have incurred in processing the transactions.

## **Amendments**

21. If you amend Your Booking within 48 hours of the scheduled check-in time, and as a result You cancel any 'room night' with less than 48 hours notice, you may be charged the full amount for that room night.

## **Cancellation by Us**

22. We reserve the right to cancel a booking in the event of any cause beyond Our reasonable control which prevents Us from meeting Our obligations in connection with your booking. In such an event We will refund the deposit and any other payments You have made to Us, in full. (We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control, and We would attempt to offer you alternative accommodation. If this was not possible, or acceptable to you, then we would refund all monies paid by you for your stay. Our liability would not extend beyond this refund.)

## **Liability**

23. You agree to take all reasonable care whilst staying in our property. You are responsible and liable for any breakages or damages caused by Your act, omission, default or neglect. We ask that you report any incidents, spillages etc as they occur. We may choose not to charge for minor breakages, but we may charge you for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50 if you did not report this. You agree to indemnify Us and to pay Us the amount reasonably required to make good or remedy any damage or loss. We reserve the right to invoice You following departure, should We deem it necessary to incur cleaning or other charges to remedy any damage You have caused or allowed. If You have given debit/credit card details in order to make payment, then You agree that We may debit that credit card with such amount as may be required to remedy such damage.
24. 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 our employees whilst acting in the course of employment. We will not be liable for failure to perform to the extent that the failure is caused by any factor beyond Our reasonable control.

## **Data protection**

25. We may process the information You provide to Us for the purposes notified by Us to the Information Commissioner. By making a Booking, You consent to this processing of information.

We look forward to welcoming you to St Cuthbert's House.

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