

THE WHITE HOUSE BED AND BREAKFAST, WAYFORD, NORFOLK

Terms and Conditions (January 2018)

Payment details

For all bookings we require card details or a deposit equivalent to the first night's stay to confirm the booking. Any deposit must reach us within 7 days of making the booking. We will send you an e mail, letter, or text confirming the booking. The balance to be paid on arrival/departure. We accept the following forms of payment: cash, debit card and credit card. Prices quoted are per room per night and include breakfast.

Cancellation

In the unlikely event of your booking being cancelled or curtailed, we are entitled by law to charge for booked accommodation taken up. If cancelled or modified up to fourteen days before date of arrival, no fee will be charged. However, if cancelled or modified within the fourteen days before arrival or in case of no show, 100 percent of the first night will be charged. Any refunds issued will be subject to an admin charge of £10.00 per room. To avoid any misunderstanding, we recommend for all our guests to insure against cancellation.

Non-Availability

We would only cancel your booking 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.

Arrival and Departure

Your accommodation is available to you from 4pm on the day of arrival, unless otherwise pre-arranged. Please be ready to vacate your accommodation by 10:00 am on the day of departure, unless otherwise pre-arranged. Your bill for the accommodation and any extras or services taken during your stay are payable on departure.

Damages and Breakages

You are responsible and liable for any damage/ breakage which you or any member of your party cause to the accommodation or its contents. Please report these to us as soon as they occur. We do not normally charge for minor breakages but reserve the right to make a charge to the guest's credit/debit card, or we may send you an invoice for the repair or making good if the damage or breakage is significant. We may make an additional charge if you did not report this to us.

Liability

We do not accept any liability for damage, loss or injury to any member of your party or any vehicle or possessions unless proven to be caused by a negligent act by ourselves or contractor whilst acting in the course of employment.

Smoking

We operate a strict no smoking policy in The White House B&B, guests are welcome to smoke only in the front or rear garden away from other guests.

Pets

We have a strict no pet policy here at The White House B&B

Data

Any data obtained by us during the course of your booking may be held until the end of your stay, after which the card details will be destroyed.

We execute appropriate protection of all personal information and fully comply with the UK data protection laws.