

# Yew Tree House

Bed and Breakfast with Style



Yew Tree House, Lower Frankton, Near Oswestry, Shropshire SY11 4PB  
Tel:01691 622126 Fax:01691 624763 e-mail:info@yewtreebandb.co.uk www.YewTreeBandB.co.uk

## Terms and Conditions

Thank you for choosing to book with Yew Tree House Bed and Breakfast. We look forward to welcoming you. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### Prices

The price of the accommodation includes the following: Electricity, linen, cleaning, hot water, central heating, a selection of toiletries, use of grounds and gardens and breakfast, whether taken or not.

### Pets

Sorry we do not allow pets in the rooms, but if your pets are happy to live in your car, we are happy to have them.

### Acceptance of Children

Sorry, no children under the age of 14 are allowed at this property.

### Cancellation and Insurance

By making your booking, our agreement is a legal contract. Our reservation policy is to charge the first nights stay in full on making the reservation. This is fully refundable (less any credit card charges if paid by a card) if cancelling **more** than 7 days in advance.

**If cancelling less than 7 days of your booking:-** your deposit becomes non-refundable. If you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not yet received your balance. If we do succeed in re-letting the booking, you are no longer liable for the balance, or we will refund it to you if you have already paid it, less a £10.00 administration fee.

We would recommend that you take out cancellation insurance.

### Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to offer you alternative accommodation. If this was not possible, or unacceptable to you, then we would refund all monies paid by you for the holiday. Our liability would not extend beyond this refund.

### Arrival

Your accommodation will be available to you from 3.00p m on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

### Late arrival procedure

Please ensure you contact us no later than 5.00pm to let us know if you will be arriving late. Failure to notify us may result in the room being re-let or the full cost of your stay being charged to your credit card.

**Departure**

Please be ready to leave the accommodation by 11.00am on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure for any additional services you may have used during your stay.

**Damages and Breakages**

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, we may make an additional charge of £25.00 if you did not report this.

**Liability**

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 or contractors whilst acting in the course of employment.

**Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

*This all sounds rather stiff and formal, unfortunately in these litigious times we do have to cover ourselves against all eventualities. The one thing we will guarantee is that you get a warm welcome at Yew Tree House Bed and Breakfast.*