

ELFORD HOUSE – TERMS & CONDITIONS

Please read our terms and conditions below.
When you make a booking you are entering an agreement with us.

Prices:

The price includes accommodation and continental breakfast. Unless clearly stated on the booking form all extra requests are additional. We accept cash or cheque with banker's card.

Pets and Non smoking:

Pets are not permitted. Elford House is totally non smoking. For any one found smoking on the premises a standard fee of £75 will be charge to cover the extra cleaning costs.

Cancellation and Insurance:

Once you have booked your stay, our agreement is a legal contract and any deposit you may have paid is non-refundable. All reservations require the first night's payment to confirm booking. If you need to cancel please contact us immediately. For cancellations made up to 1 week before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance, which is inexpensive and can be obtained from any good broker.

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:

Booking in times are between 12 noon and 2pm or 6pm and 8pm. Please let us know which is best for you. Your bill for thee accommodation is payable on arrival.

Departure:

Please be ready to leave your accommodation by 10.30am on the day of departure.

Damages and Breakages:

Please take care with our accommodation. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon 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, and we may make an additional charge 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.

Data:

Any data gathered during the course of this booking may be held on computer.
For all bookings we require a deposit of £25 to confirm the booking. We will send you an email or letter confirming the booking and letting you know what the outstanding balance is. The balance is due on arrival.