

Ellies Guest House Terms and Conditions

Accepting our offer for guest accommodation means that you have entered into an agreement with us. Please read our terms and conditions below:

Deposit:

A non refundable deposit equivalent to the tariff for your first night's stay is needed to confirm your booking.

Prices:

The price agreed includes accommodation and breakfast. We accept the following forms of payment: cash, debit cards and credit cards (except American Express).

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. If you need to cancel please contact us immediately. Cancellations made less than 7 days prior to the commencement of your stay will be charged the full value of that reservation. Insurance is available to cover for this eventuality.

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.

Pets:

Pets are not permitted.

Arrival:

Your accommodation is available to you **between 4:00pm and 6:00 pm** on the day of arrival, unless otherwise arranged. **Please let us know if you intend to arrive later than 6:00pm.** Any outstanding balance for the accommodation is payable on arrival.

Departure:

Please vacate your room by **10:00am** on the day of departure, unless otherwise arranged.

Room Servicing:

Guest rooms are serviced between 10:30am and 12:00pm. Any rooms that we are unable to gain access to will not be serviced.

Damages and Breakages:

Please take care with our home. 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 will 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.

Heated Appliances:

Guests are requested to take extra care when using heated appliances such as hair straighteners etc. For your convenience we have provided a slate mat in each room to rest your appliance on when hot. Any damage caused to furniture, carpets etc. by such appliances will be charged for.

Smoking Policy:

We are 100% NON SMOKING (including e-cigarettes). Anyone found smoking will be asked to leave and charged £50.00 for the extra cleaning of the room.

Liability:

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

Data:

Any data gathered during the course of this booking may be held on computer but will not be passed to any third party.

Take Away Meals

For the benefit of all our guests we do not permit take away meals (including pizzas) to be eaten on our premises.