

# Biskey Place

## TERMS AND CONDITIONS

---

Biskey Place carries out business only on the basis of its standard terms and conditions.

### BOOKINGS

- 1 No booking will be confirmed until receipt of a deposit, equal to 30% of the value of the booking. Or full payment at booking if guests choose a non-refundable option.
- 2 The person making the booking ('you') must be over 18 years of age and will be the responsible individual liable for the booking and all individuals within the property during the stay. All individuals staying must be under the responsibility of an adult at all times.
- 3 Any special requirements must be confirmed upon booking.
- 4 All bookings are personal to you and you remain fully responsible for the booking when booking accommodation on behalf of a third party, or as a gift.
- 5 Payment of deposit for bookings will assume acceptance of Biskey Place's terms and conditions.

### AMENDMENTS AND CANCELLATIONS BY THE GUEST

- 6 Amendments to confirmed bookings and/or arrangements must be made in writing. If Guests have booked through a third party such as Bookings.com, Expedia etc all amendments must be made via that third party.
- 7 Cancellation or reduction in the duration or contracted value of the booking will be subject to Biskey Place's cancellation policy or the cancellation policy of the third party that has been used to make the booking ie Boooking.com, Expedia etc.

### PAYMENT

- 8 Full payment is due 10 weeks prior to arrival unless booked at shorter notice then full payment is required at time of booking. The card used to make the booking will be used to settle any outstanding balance due unless otherwise notified and details supplied in advance.

### CANCELLATION CHARGES

- 9 In the event of all or part of a booking being cancelled, Biskey Place will be entitled to make a cancellation charge equal to 100% of the total value of accommodation cancelled.
- 10 Non-arrivals will incur a full charge.
- 11 We strongly recommend that guests take out insurance to cover possible cancellation. All insurance must be dealt directly with the insurance company concerned and not through Biskey Place.

### COMPLAINTS

- 12 Any complaint must be brought to the attention of Biskey Place as early as possible during your stay and, if not resolved to your satisfaction, should be notified to Biskey Place in writing.

### AMENDMENTS OR CANCELLATION BY BISKEY PLACE

- 13 Should Biskey Place, for reasons beyond its control, need to make any amendments to your booking, it reserves the right to do so with as much notice as possible and will try to offer a suitable alternative if at all possible.
- 14 Biskey Place may cancel the booking and apply full cancellation charges:
  - a) if the booking might, in the opinion of Biskey Place, prejudice its reputation, either before or during guests' stay;

- b) if, in the considered opinion of Biskey Place, guests' behaviour is inappropriate and/or of detriment to the health and safety of its proprietors and guests;

### DAMAGE AND LIABILITY

- 15 Guests will be liable for any damage caused to Biskey Place, or any furnishings, utensils or equipment therein by the negligent or willful act or default of the guest or any guest, employee of theirs and shall pay to Biskey Place on demand the amount required to make good or remedy such damage, including compensation for loss of business whilst such damage is being repaired.

### PERSONAL PROPERTY

- 16 Biskey Place shall not be liable for the loss or any damage to the property of the guest suffered or incurred whilst on the premises, save insofar as the same may have been caused by the default of Biskey Place. Any property left unattended is left at the sole risk of the owners.

### CAR PARK

- 17 One parking space only is available on site.
- 18 Vehicles and their contents are left at owners' own risk.

### SMOKING

- 19 Smoking is not permitted anywhere on the premises

### PETS

- 20 Up to 2 small to medium dogs can stay with a charge of £30.00 per dog per stay. Advance notification is required and any damages must be paid for. There is no charge for Assistance dogs if notified in advance.

### REFUNDS

- 21 No refunds or reductions can be made in respect of accommodation booked but not taken.

### ARRIVALS AND DEPARTURES

- 22 Accommodation is available from 4 pm on the day of arrival and must be vacated by 10.30 am on the day of departure. If the premises is not vacated by this time, the guest will be subject to further costs.
- 23 Access is self check in only and via key code. This code will be sent via text and/or email and guests are required to have facilities to enable this.

### PRIVACY POLICY

- 24 Personal information collected from you is used to fulfill your request for services or to send you confirmation details and if necessary to inform you of updates or changes to your travel plans.
  - 25 Biskey Place does not modify, copy, distribute, licence, sell or redistribute any of your personal file information.
  - 26 Biskey place will endeavour to keep any information about you up to date, secure and accurate.
  - 27 Biskey Place will delete from its systems all details held about you which are no longer necessary and endeavour to protect your personal data against unauthorised or unlawful use.
  - 28 Except for the mailing list activities, which we may run from some parts of our website, where visitors choose to receive materials from us, we will not use personal data collected.
  - 29 In using Biskey Place website, or making a booking, you consent to the collection and use of this information in the ways described above.
-