



Summary of The Beehive Guest House Booking Policy

General Conditions

1. A contract is only formed between you and us when we accept your booking request. No booking request shall be binding on us and no contract shall be formed unless and until we confirm to you that we have accepted your booking request.
2. Prices are per room per night and include a full English Breakfast. Single occupancy of a room may have a deduction of up to £10 per night. You will be advised if this applies at the time of booking.
3. A minimum stay of 2 consecutive nights applies for bookings.
4. Check in is between 16:00 and 21:30. We do not accept check ins after 21:30 until the following day. Earlier check-in times must be agreed with us as soon as possible and at least 48 hours prior to arrival. Check out is by 10:00 on the morning of departure.
5. Bookings will only be accepted from person(s) over the age of 18 years.
6. Pets are not allowed with the exception of well-behaved assistance dogs.
7. Smoking or vaping is **not** allowed in any part of the property. If guests ignore this condition of their stay, they will incur a £75 charge to their credit card to cover the cost of a deep clean to remove smells and may be asked to leave immediately.
8. One or two children age 5 and over are welcome in the triple room when staying with an adult and in our twin room, this is one child age 5 years and over. Our rooms are for the stated number of persons only and there is no capacity for extra beds or cots.
9. We want all our guests to enjoy their stay at The Beehive therefore any guests displaying anti social behaviour or disturbing others will be required to leave our B&B without any recourse to a refund for any unused part of their booking or compensation for the termination of their stay.
10. Breakages or damage caused by guests to the accommodation or its contents must be paid for. Guests will be advised and an additional charge taken to cover the cost of repair or replacement of items.

Payment Conditions

1. A deposit equal to the first night of the stay is required on booking. This deposit will be refunded, to the card used to make the reservation, if the booking is cancelled more than 14 days before arrival.
2. The full booking balance is paid on arrival.
3. Payments can be made by cash and the following cards: Visa Debit /, Visa Credit, Maestro / Switch, Mastercard. We do not accept Amercian Express.

4. By entering into a contract with us, you accept responsibility for paying all charges due to us under this contract. By providing your credit/debit card details when making your booking you are irrevocably authorising us to debit your card by the amount of this charge and any other charges due to us under this contract.

Cancellation Conditions

1. If a booking is cancelled less than 14 days before arrival then a charge equal to the first night of the stay will be made. If the cancellation is within 2 days of arrival the full cost of the booking is payable.
2. In the event of a no show the full cost of the booking is charged.
3. If during the stay a guest has to cut their stay short then the full cost of the booking is still payable.
4. In the unlikely event that we have to cancel a booking we will contact you immediately. Any payments made to us will be refunded in full. Our liability will not extend beyond this condition.

Please ensure you have appropriate travel insurance to cover your booking.

Privacy

Some of the data gathered during the course of a booking may be held on computer. Our Privacy Policy sets out how we process, store and manage your data to ensure we comply with Data Protection legislation. A copy of the policy is available on our website.

COVID-19

Please do not travel to The Beehive if you or any one in your party has any COVID 19 symptoms or has had a positive test within the last 10 days or has been advised to self isolate. Please contact us to discuss your options.

A copy of our full Terms and Conditions are available on request prior to arrival and are contained with the Guest Information folders in each room.