

# The Cleveland Bed & Breakfast

## Terms & Conditions

### **Reservation and Cancellation Policy**

- On booking, a valid credit/debit card is required to secure the reservation.
- We reserve the right to cancel a reservation made without a valid credit or debit card.

### **Flexible Reservations:**

- A non-refundable deposit equal to the cost of the first nights stay will be charged on reservation.
- If the reservation is cancelled more than 5 (FIVE) days before the arrival date there will be no additional cancellation charge.
- If the reservation is cancelled within 5 (FIVE) days of the arrival date, or in the case of a no show, the cost of the entire stay will be charged to the card that was used to make the reservation.

### **Non-Refundable Reservations:**

- The full amount of the reservation will be charged at the time of booking.
- In the event of cancellation, no refund will be due
- In the event of an early departure, guests will be liable for the full amount of the cost of their stay. In exceptional circumstances, this will be at the discretion of the owner.

Please note that upon making a reservation the agreement becomes a legal contract.

### **Insurance**

We strongly recommend that guests purchase travel insurance, to cover unforeseen circumstances, including COVID related cancellations.

## **Groups**

We do not accept stag, hen or similar group bookings.

## **Pets**

We regret that we are unable to accept pets.

## **Non-availability of Accommodation**

We would only cancel your reservation if your accommodation was unavailable for reasons beyond our control. We would, however, attempt to offer you alternative accommodation.

## **Prior to Arrival**

Guests will be required to complete our online check-in form, prior to arrival. Guests will not be able to check-in until this is completed. The completion of this form is required by law. Guests will be required to read and acknowledge our terms and conditions, prior to arrival. A tick box is provided on our check-in form to do this. Guests will not be able to check-in until this is completed.

## **Arrival**

Rooms are available from 14:00hrs on the day of arrival and we kindly ask that guests check in before 21:00hrs. Please note we do not offer a permanent reception and, therefore, if you would like to check-in outside of these times it must be agreed prior to your arrival. Any rooms not occupied, or communications of lateness not made, by 21:00hrs will be considered as a no-show and we reserve the right to re-let any such room.

## **Unregistered Guests**

Guests are required to register online prior to arrival. The Cleveland reserves the right to charge a fee of £50 per night for anyone found staying in a room that is not registered to do so.

## **Departure**

Guests are requested to check out of their rooms by 10:00hrs on the day of departure, unless otherwise arranged. We reserve the right to charge any guest, who has not vacated their room by this time, a subsequent night at the appropriate daily tariff. We are happy to store luggage if your planned departure is later in the day.

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## **Liability**

The Cleveland will not accept responsibility for any valuables lost or mislaid unless handed in for safe custody. The free, off road, car parking spaces are for patron's use, but we take no responsibility for any damages or losses incurred to vehicles in the car park, or property contained therein. Guests are reminded to take the usual precautions and not leave any valuables or other items on show in their vehicles. Our total liability to you is limited to the price of the booking and under no circumstances will we be responsible for any indirect or special damages.

## **Privacy Policy**

Any data collected during the course of your reservation will be stored on our computer. We would like to be able to contact you from time to time about promotions and offers – please let us know if you would prefer us not to do so. We will not share your details with any third party.

## **Extension of reservations**

Should a guest have to extend their stay beyond their original departure date, for any reason, they will be liable for ALL COSTS including, but not limited to; any additional nights stay, relocation of other guests booked into the room that they are occupying, all food and beverage costs, any labour costs associated with providing additional services.

## **Smoking**

In compliance with legislation it is illegal to smoke anywhere within the premises of The Cleveland, including ecigarettes. Guests either found smoking within their rooms or remains of signs of smoking by leaning out of the windows will be asked to leave immediately, without reimbursement of any accommodation monies. They will also be charged a fee of £50 to cover deep cleaning costs. We also reserve the right to charge for resetting the fire alarm, relocating other guests, cleaning rooms and any other associated costs. For our guests' convenience, there is a smoking area at the rear of the property where there is a cigarette butt bin provided. Guests are respectfully asked to remain in this area when smoking and that they carefully extinguish their cigarettes/cigars into the containers provided. We kindly ask that guests do not smoke outside the front door or dispose of cigarette butts in the car park.

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## **Damage and Breakages**

We kindly ask guests to report any damage to fixtures and fittings as soon as it occurs as this will help ensure that repairs, replacement or cleaning works are carried out immediately and may help reduce the risk of further damage. Whilst we understand that accidents happen, we do reserve the right to charge for any cleaning or replacement costs.

## **Use of Wi-Fi**

The provision of Wi-Fi services (excluding some restricted sites) are provided free of charge. However, we ask that due care and consideration is given to the amount and time taken downloading data and that all sites visited are of legal status only. Any downloads will be the sole legal responsibility of the operator. For safety purposes laptops should be turned off when left unattended.

## **Hot Take Away Food**

It is important that rooms and furnishings remain clean and fresh for the benefit of all guests. Therefore, the consumption of hot take away food is not permitted in the bedrooms. However, guests are welcome to use the guest lounge for such meals and we will be happy to provide trays, cutlery and plates upon request. If we do discover evidence of hot take away food being eaten in the bedrooms, we will have no alternative but to charge the occupants a deep clean charge of £50.

## **Data Protection**

We may process the information that you provide to us for the purposes notified by us to the Information Commissioner. By making a booking you consent to this processing of information. If you wish not to be contacted occasionally for general marketing purposes in the future please inform us and we will of course comply with your wishes. Please be assured that no personal data will ever be supplied to third parties.

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