

## The Brimar Guest House

### Terms & Conditions of Business Valid from January 1<sup>st</sup> 2018

#### **Room Requirements**

We have a number of different room types - twins, singles, doubles, and family rooms, with and without en-suite facilities. On occasions we may not be able to offer the type of room you would like. However as soon as a suitable room becomes available we will inform you. Different rates apply to different room types on different dates.

#### **Guest Rates/Prices**

Call or email for current prices. All prices include VAT. Breakfast is free for overnight guests. All rates require advance payment for a minimum of one night. Rates are always per person, per night, unless agreed otherwise by the duty manager on the day. Any discounted rates for extended periods require full payment in advance for the period covered by the agreed discount.

#### **Payment**

Full payment for rooms is always in advance or on arrival. Most major credit cards are accepted. (not AmEx) Companies can pay by inter-bank transfer (BACs) by prior arrangement. VAT invoices will be issued for all transactions. When accounts are paid by the guest's company or employer, full payment is due on the date of the first day of the stay. Accounts that remain unpaid for more than 7 days from when they became due will incur a surcharge of 10% per week. At any time after that date we reserve the right to engage a debt collection agency for any unpaid account, the full cost of which will be charged to the debtor. The company may also inform credit-checking agencies.

#### **Reservations**

Telephone reservations may be accepted and are valid up to 18:00 hours on the day of the booking. Guest credit card details are taken at the time of the reservation but cards are not charged until the guest arrives or if a cancellation charge is due. Guests should reconfirm reservations by telephone or email if they are expecting to arrive later than 20:00 hours. Full payment must be made on arrival. Company bookings must be accompanied by a company purchase order on company stationery stating the names of the guests and the duration of the reservation. Reservations always require a cash deposit or credit card details in advance of arrival.

#### **Non-availability**

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer equally priced alternative accommodation; however if this was not possible or unacceptable we would refund all monies already paid. Our liability would not extend beyond this refund.

#### **Arrival & Departure**

Rooms are normally available from 14:00 hours on the arrival date and we ask that you vacate your room by 10:00 hours on your day of departure. Please inform our duty manager if you are likely to arrive later than 20:00. Our reception is normally open from 07:00 to 20:00 hours & by prior arrangement at other times. We have a statutory obligation to record registration details for every guest and you will be asked to complete a registration form when you arrive. The details from these forms will not be made available to any third party unless required by law.

#### **Animals**

We regret that, with the exception of assistance dogs, no pets are allowed in the Brimar Guest House.

#### **Cancellations**

We reserve our right to charge for one night's accommodation for all rooms reserved in the event that a guest or company cancels less than 48 hours before the date of the reservation. Any refunds for cancellations of less than 48 hours will incur a 10% administration charge. Please also refer to your agency for cancellation terms for bookings made via third party agencies.

#### **Damage & Loss**

The company will require payment for shortages in room equipment or furnishings or for any damage to guesthouse property caused by guests or their families, reasonable wear and tear excluded. Lost keys or unreturned keys are charged at £35.00 plus VAT per set. This charge will be debited from your credit card if keys are not returned within 7 days of your departure.

#### **Self-catering Kitchens**

There are two equipped self-catering kitchens for guests use. Guests must never cook anything in the bedrooms and never leave anything cooking in the kitchens unattended. Personal & food items left in the kitchens & refrigerators are at guests' own risk.

#### **Liability**

We do not accept any liability for any damage, loss or injury to any guest or to any vehicles or possessions, unless proven to be caused by a negligent act by our employees or contractors whilst acting in the course of employment.

#### **Parking**

Parking is available for overnight guests' cars and small vans. Parking spaces are on a 'first come' basis and we cannot guarantee there will always be parking spaces available. Overnight parking is for resident guests only. The company will not accept any responsibility for vehicles or their contents left in the car park. All vehicles using the car park must be taxed, insured and road worthy.

#### **Unacceptable Behaviour**

The duty manager's decision is final regarding guests requested to leave because of unacceptable behaviour & any payments made in advance will be forfeited.

#### **Agencies**

The business will accept bookings from third party agencies by prior arrangement only. Commissions must be agreed in writing in advance of bookings being accepted.

#### **Service Charges**

No service charges are added to our invoices. Guests wishing to reward staff for good service should see the duty manager. Tips will be distributed equally among permanent company staff.

**The Brimar Guest House** is owned and operated by **Steadhurst Limited**  
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