

# **Butterfly Guest House Porthcawl**

## **Booking Terms and Conditions**

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### **Butterfly Guest House**

Thank you for choosing to book with Butterfly Guest House. We look forward to welcoming you to our family home. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below.

### **Prices**

The price includes accommodation only full Welsh breakfasts are available and are subject to a small additional charge. Vegetarians are welcome but we must know your requirements prior to arrival.

### **Booking Confirmation & Deposit:**

All bookings require a deposit to be paid to secure the booking. The small deposit is non refundable should you cancel or change your mind. Payment in full is required on arrival.

### **Cancellation of booking**

By making your booking, our agreement is a legal contract and you agree to our terms and conditions.

Should your travel arrangements change you should inform us as soon as practicable to allow us to re allocate the room(s).

Notice of cancellation of booking: providing we have at least 24 hours notice of cancellation no further payments will be due. However if you fail to notify us after this period payment in full will become due.

If you need to cancel the booking due to adverse weather conditions or exceptional family circumstances we are happy to transfer your booking to another date if at all possible should this be acceptable.

### **Payment**

Payment should be made on arrival by either cash, credit or debit card. We do not accept some credit/debit cards so please ask if your card is acceptable. All credit card transactions are secure and no data collected is offered to third parties for any reason. All transactions comply to the relevant legal requirements at the time of the transaction.

### **Non-availability of Accommodation**

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative accommodation, if we were unable to find suitable accommodation our liability would not extend beyond this point.

### **Pets**

Please call regards your pets. We do allow pets but there will be a nightly charge. You must bring the pets bedding etc as these will not be provided. Pets will not be allowed in the dining room.

### **Acceptance of Children**

We welcome children of ages 12 years and under. We can accommodate for young babies and by prior arrangement and free of charge, a highchair and a travel cot can be provided; however, we do ask that you provide all your own bedding for the cot.

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### **Arrival**

Your accommodation will be available to you from **2.00pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms. However, you may drop off your bags, pay for your stay and collect your room keys at an earlier time by prior arrangement.

**It is much appreciated if you will notify us of your estimated time of arrival (a telephone call on the day before or morning of arrival is fine).**

### **Late arrival procedure**

Please ensure you contact us to let us know if you will be arriving later than **20.00pm**, and inform us of your new estimated time of arrival. We do not normally accept guests after **23.00pm**. Unless pre-agreed

### **Room Vacation**

We respectfully remind guests that Butterfly Guest House offers bed and breakfast and is NOT a hotel, therefore:

Please vacate your room by 10.30am, unless otherwise arranged. The room will be ready for re-occupation from 2.00pm, unless otherwise arranged.

If you need to return to your room between 11.00am and 2.00pm to collect belongings please let us know as we occasionally lock the house if we go out for any length of time during the day.

### **Rooms**

Eating take away meals in rooms is not allowed as they can leave after smells and can cause staining if the food comes into contact with bedding or carpets etc. We accept that sandwiches and drinks can be consumed in the rooms but care should be taken to avoid spillage etc.

Guests are not expected to stay in the room all day.

### **Smoking**

In accordance with British Law there is a no smoking policy in force at Butterfly Guest House.

Smoking in the garden is acceptable.

There is a fire alarm system in operation and if this is set off by guests smoking anywhere in the house you will be asked to vacate the premises and forfeit any monies paid, this is non-negotiable.

### **Damages and Breakages**

Please take care when staying in our home. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. We ask is that you do report any incidents when they occur. We do not normally charge for minor breakages, but we may charge you for repair or making good if the damage or breakage is significant.

### **Liability**

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

### **Privacy Policy**

Any data collected during the course of this booking will be stored on our computer(s). With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party. For full details please review our full privacy policy on our website.