

The Harbour House

Booking Terms & Conditions

Please read this brief guide. Confirmation of a booking by the Guest is deemed acceptance of these terms.

Prices

All published rates are in pounds sterling. The Harbour House reserves the right to alter prices for any reason up to the date of booking.

Minimum Stay

From 1 April to 30 September, guests must stay not less than two nights where a booking includes a Saturday night. There may be longer minimum stay requirements for holiday weekends or local events. Please enquire when booking.

Bookings

Bookings must be guaranteed for the first night's accommodation by a major credit or debit card. At the discretion of the Harbour House full pre-payment may be required. By issuing the credit card details the Guest allows the Harbour House to take payment from the card if a reservation is cancelled or if an account is left unpaid.

Arrival and departure

Guest rooms are available from 3pm local time on the day of arrival. We do not have 24 hour reception so ask that all guests have checked in by 9pm. Check out time is 10.30 am. Where guests request earlier check in or later check out, we will make every effort to accommodate this, but it is not guaranteed.

Cancellations, amendments and non-arrivals

Cancellations and amendments for bookings made at any time up to 48 hours prior to arrival. Reservations can be cancelled up to 3pm, 48 hours prior to arrival at no charge. In the event of non-arrival or cancellation within 48 hours of the time of arrival, any deposit paid is non-refundable and the agreed rate of the first night's stay will be charged. Normal terms of payment apply to these charges. For this purpose the Harbour House reserves the right to set-off the amount payable for such cancellation against the Guest's credit card without prior notice or approval of the Guest, where applicable.

Payment

Settlement of the bill in full, less any advance payments must be made prior to departure from the Hotel. Payment may be made by credit/debit card or cash.

All sums are due for payment on presentation of the invoice.

Wi-Fi

Wireless internet access is available throughout the building for Guest's use at no charge.

Smoking

In line with the change in UK legislation, The Harbour House operates a NO SMOKING policy within all interior areas of the hotel including guest bedrooms, public areas and corridors, as well as balconies.

Where Guests do not comply with the NO SMOKING policy, a charge will be added to their bill to include the cost of cleaning all soft furnishing to remove the odour of tobacco AND the Guest(s) will be asked to check out.

We appreciate your co-operation with this No Smoking Policy.

Car parking

The Harbour House does not have its own car park. There are, however, a limited number of parking permits that allow use of on street parking at no charge. Note that there are no allocated spaces and the onus is Guests to find a space within a designated area. The Guest is also responsible for ensuring the permit is appropriately displayed and the Harbour House will accept no responsibility for parking tickets. Guests should return the permit when checking out. Where a Guest fails to return a permit, a charge of £25 will be made to the Guest's credit/debit card.

Dogs and Other Pets

Pets are not accepted, with the exception of guide dogs.

Behaviour

Harbour House staff reserve the right to judge acceptable levels of noise or behaviour of Guests who must take all steps for corrective action as requested by the Harbour House staff. In the event of failure to comply with management requests, the Harbour House may terminate the booking immediately without being liable for any refund or compensation.

Comments and complaints

Any comment or complaint regarding the stay should be made to the Hotel Duty Manager at the time of visit so that the matter can be resolved immediately.

Statutory requirements

The Hotel is subject to statutory controls, including those relating to fire, licensing, entertainment, health, hygiene and safety. These must be strictly observed by Clients, their guests and representatives.

Insurance

The client is recommended to have and is responsible for insurance to cover cancellation, curtailment, and loss of baggage, personal effects and money.

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