

BOOKING TERMS AND CONDITIONS

BOOKINGS

PLEASE READ YOUR BOOKING CONFIRMATION AND CHECK IT IS CORRECT.

CANCELLATIONS

In line with all other accommodation providers Sheriff Lodge has its own policy associated with cancellation of a booking.

Any booking made with us constitutes a contract. We take details of credit cards/debit cards as part of the booking process. By providing these details you agree that you will be charged a non-refundable deposit, per room. This will be payment in full for one night or if the booking is made within two days of arrival or £50 for a longer stay through the property website booking system or direct with the owner; and full payment of the booking is payable 14 days before the stay date. Therefore if cancellation is made less than 14 days before your planned arrival date, this includes a no show/failure to arrive, you will be charged in full.

Make sure you take out insurance to cover any eventualities, including the possibility of having to cancel your stay. Refunds will not be given or deferred.

All monetary matters are dealt with by Stripe who's privacy policy can be read here: <https://stripe.com/gb/privacy>. If there are any payments due, remaining or you pay on departure, the payments will also be taken through Stripe or cash.

It really is important that you consider this before you book. Without such a cancellation policy in place we simply would not be able to meet ever increasing overheads. It is also important to remember that travel insurance is something that you would not dream of travelling abroad without – so please consider it at home (and don't forget, if you have annual travel insurance you will probably be covered here in the UK).

Should we need to cancel your booking due to an issue at the property all monies will be refunded. No further liabilities will be accepted in this event.

Arrivals

As far as possible you will be allocated the room you book. However sometimes this may not be possible due to an issue in the room. We have the right to allocate you another room.

Rooms will be ready from 4pm on the day of arrival. Check in time is between 4pm and 6pm. If your arrival time is outside this time please inform us and we will try to accommodate your needs.

If you arrive whilst drunk or having consumed any illegal substances you will not be allowed into the property and any monies paid will not be refunded and the balance will be due.

Please do not arrive with additional occupants than your booking states, ie more guests or children. It is your responsibility to ensure your booking is correct.

This is an adult only establishment with effect from 6th August 2021. Do not book a child as an adult.

Upon arrival you will be asked to complete a statutory form and your breakfast time will be mutually agree. Breakfast timings will be staggered with other guests to allow room in the breakfast room for your comfort.

Departure

Please vacate your room by 10am on the day of departure. Full payment must be settled on departure.

Keys

If you lose your room and front door key, which you will be given on arrival, you will be charged the full cost of replacing them. Please note that the keys are part of a controlled security suite and are expensive to replace, currently around £250. If you take the keys home please post back as soon as possible.

Smoking

Sheriff Lodge, as required by law, is a non-smoking establishment. Please do not smoke inside any part of the building. Evidence of guests smoking or vaping inside the house will lead to immediate termination of the booking and being charged for the full stay. A cleaning charge of £150 to cover the cost of deep cleaning the room will also

be levied, payable by the person making the booking. Please note that the smoke detectors in the property are very sensitive.

Conduct

Please respect other guests during your stay. Please keep noise to a minimum and keep quiet in the corridors and stairs. People arrive from all over the world so guests may be resting at any time during the day. If you do cause a disturbance during your stay we have the right to ask you to leave without any refund of monies and the balance will be payable. Any damage to the room will be deducted from your payment card.

Parking

There is plenty of parking at Sheriff Lodge. Please park in the bays that are sign posted for Guest Parking and not the white notices which belong to the neighbours. However you park at your own risk and Sheriff Lodge does not accept any liability or responsibility for guest vehicles or contents

Complaints

If you have a complaint of any nature during your stay at Sheriff Lodge please inform us straight away in order for it to be rectified as soon as possible.

Damages or breakages

Please respect the property whilst you are here. Please inform us as soon as possible if you break or damage anything. These things do happen and you will not usually be charged, however we do reserve the right to charge your card if the damage/breakage is deemed necessary to do so.

WIFI

Whilst staying at Sheriff Lodge you will not abuse the use of the Wifi system for any illegal or hacking activities. You will behave in a responsible manner whilst on the guest Wifi system provided for you.