

# **TERMS AND CONDITIONS FOR** **VALLEY VIEW B&B LTD**

We look forward to meeting you at our home in the idyllic village of Calver. Please read our terms and conditions before making a reservation

## **DEPOSIT**

- We require a deposit of the first nights booking by credit/debit card.
- A receipt for the deposit, a brochure and confirmation of your booking will be sent by post to you at the address given.

## **LATE BOOKINGS**

- Bookings made 7 days or less before arrival date require payment in full at the time of booking.
- Payment may be made by Credit/Debit Card.

## **PRICES**

- Our prices vary between £20 - £48 p.p.p.n. depending on length of stay, availability, and time of year.
- The price includes full English breakfast and refreshments in your room.
- The balance is due on departure by cash or debit card.

## **PETS**

- Small animals and dogs are accepted by prior arrangement.
- They are allowed in the bedroom overnight and at any time the guests are in the room.
- Animals may not be left unattended in the room.

## **CANCELLATION**

- We rely upon the Bed and Breakfast business for our living and whereas we do not expect you to be able to afford to pay for a holiday you are unable to take, neither can we afford the loss that your failure to take up a booking can cause.
- From the moment you confirm your reservation (even the day after) any cancellation will require forfeit of the prepayment and no money will be returned.
- Guests are respectfully reminded that a confirmed reservation constitutes a binding contract. 7 days notice of cancellation or less will require payment in full. Payment will be taken from the card used to secure the room/s plus a 3% handling fee. This payment or part thereof will be refunded if the room/s are re-let, less a 10% handling charge.
- We strongly recommend taking out travel insurance.
- If you must cancel at the last minute and do not have travel insurance, try to find a friend to take your place.

## **NON AVAILABILITY**

- If for any reason we have to cancel your reservation will do every think possible to find you alternative accommodation.
- If this was not possible or unacceptable to you all Monies paid by you would be returned.
- Our liability would not extend beyond this refund.

## **ARRIVAL**

- Guest arrival times are between 4.30 - 6pm. unless a different time is arranged at the time of booking.

- Please Note: We are closed between the hours of 12:00 noon & 4:00 pm and may not be an site.
- If you should arrive between this time you can park in our car park at the rear of the property.

### **NO SMOKING**

- We adopt a strict no smoking policy throughout all rooms and external areas of the Guesthouse.
- If you wish to smoke, you must do so off Valley View premises.
- Should you choose to ignore this policy, you will be asked to leave and charged in full for your entire stay plus an additional £100 for specialist cleaning to your room. Payment will be taken from the card used to secure the room/s plus a 3% handling fee

### **DEPARTURE**

- Guests are asked to vacate their room by 10 am. unless a different time was arranged at the time of booking.

### **LIABILITY**

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

### **ENVIRONMENTAL POLICY**

We try to minimise our carbon footprint by:

- Recycling all paper, cardboard, bottles and newspapers.
- All unwanted clothing, shoes, furniture and bric-a-brac are taken to the local Animal Rescue shop.
- All radiators in both the bedrooms and en-suite can be thermostatically controlled
- Low energy lamps are used in all rooms
- Double glazing, roof and cavity wall insulation installed.

### **BY BOOKING YOU ACCEPT THE TERMS AND CONDITIONS ABOVE**

- Thank you for taking the time to read our terms and conditions and we look forward to seeing you at Valley View.

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## **ACCESSIBILITY STATEMENT** **VALLEY VIEW B&B LTD**

### **ARRIVAL AND CAR PARKING**

- On arrival at Valley View you may like to park outside the front door to unload your bags, assistance given if required and then put your car in the car park at the rear of the property.
- Each room has 1 car parking space (marked in bays)
- There are 2 steps into the building - One is 8" and One is 11".
- There are thirteen stairs up to the first floor and a hand rail on the right side.

### **BEDROOMS**

- Three bedrooms and bathrooms are on the first floor. The bedrooms are carpeted and the bathrooms have tiled floors.
- A non-slip bath mat is available in all bathrooms

- The bedrooms are lockable within and guests are provided with a front door key. Televisions are remote controlled.
- Each bedroom has main lighting controllable from the door and there are bedside lamps on each side of the bed.
- Heating is thermostatically controlled and adjustable in all guest rooms.

### **VALLEY VIEW COTTAGE**

- The Cottage is ground floor accommodation and has a carpeted lounge and bedroom and a tiled bathroom. There is a 2" step into the cottage.

### **GUEST ROOMS**

- The dining room floor is carpeted.
- Medicines can be stored in our main fridge (not available 24 hours)
- Smoke alarms are fitted in all bedrooms.

### **GUIDE DOGS**

- We would welcome guide dogs and other pets by prior arrangement.
- We are aware of difficulties encountered by less able and are committed to accommodate guests with special requirements.

### **DIETARY ISSUES**

- We would always endeavour to cater for any specific dietary needs providing they are discussed beforehand, in order that we may have adequate supplies. We do cater for vegetarians.

### **ALLERGIES**

- We do use nuts in the kitchen.
- The duvets and pillows are synthetic filling.
- We have two dogs who may be seen in the garden but do not enter the guests dining room or bedroom.
- We are committed to minimising its environmental impacts wherever possible. We recycle wherever possible

### **SMOKING**

- Valley View is a non-smoking home.