

BOOKING TERMS AND CONDITIONS – PEBBLE HOUSE Guest House

Booking Conditions

When booking your accommodation with Pebble House, it is an advance purchase. A Credit/Debit card is required to secure your booking and a 25% non-refundable booking administration fee is required at time of booking with the remaining balance due at least 14 days prior to your arrival date.

It is expected that Guests are fully aware of the risk of future COVID-19 spread and as such the risk the Guest is taking when making new reservations, particularly the non-refundable Booking and Administration Fee element. Therefore, all new reservations made from and after April 6th 2020 when Booked Direct with Pebble House either by phone or email or via Pebble House website, will be treated in line with the standard Booking & Cancellation Policies of Pebble House and associated Clauses in full, above and therefore in accordance to all Policies of Pebble House. When booking with an OTA i.e. Booking.com but not limited to, the Guest will be bound by their T&C's

Bookings made Direct with Pebble House via the Pebble House website, email or by phone, made on or before 30th June 2020 for travel before November 30th 2020 are eligible for re-booking. The non-refundable liability of 25% administration fee can be transferred to a future date within 1 year of the original arrival date, only when cancelled prior to 14 days of the arrival date. The change fee will be waived only once

Given the new situation caused by COVID-19 the Guests accepts that in order to meet Public Health England & UK Governments' requirements, there may be some changes to Pebble House's services or facilities that may differ from what is described on the website. All changes that may occur are only to ensure Guests wellbeing and safety. By booking a stay with Pebble House you are expressing your acceptance that some of the services or facilities may differ from those described on the website.

Cards accepted:

MasterCard, Visa, Visa Debit, Delta, Switch – all are good. Sorry, we don't accept AmEx

Minimum/Maximum Length of Stay

A minimum of two nights stay is required on Bookings

One night stays are subject to availability as we occasionally have single night openings, but are not visible on our website. Please call us direct to check for availability

We reserve the right to charge a Service Charge for Single Night Bookings of £35 per room

The maximum length of stay permitted is 14 nights in accordance with our Insurance Policy

Cancellation Policy

In most cases, a non-refundable booking deposit of 25% per room will be taken upon booking. The full balance and any extras are paid upon departure.

All cancellations must be received and confirmed in writing.

If cancelling within 14 days of arrival, your non-refundable booking deposit will be forfeited and the full cost will be liable unless we are able to re-let the room then a refund of up to 75% of the B&B element maybe given dependent on the length of notice given to Pebble House

If you're cancelling more than 14 days before arrival, your deposit will be forfeited. The change of date or shortening of a reservation within 14 days albeit of arrival or on arrival or during the stay, will be deemed a cancellation and no refund will be liable from Pebble House to the Guest
Without notification of cancellation, the full amount will be charged

Were the UK Government, specifically English Government rules, to restrict movements, you will have to leave the accommodation immediately, there will be no direct contact with the Owners of Pebble House and no refunds will be issued.

Were you, the Guest and or any of your travelling companion to experience any COVID-19 related symptoms during your stay at Pebble House, you must immediately notify the Owners of Pebble House via phone and return home immediately to self-isolate arranging to have a COVID-19 test taken near your home via 119. Were you to experience shortness of breath please call 111 and arrange to see a physician immediately.

For any unauthorised extension of your stay because of self-isolating at Pebble House, you will then be liable for any and all extra costs and fees associated with this, whatever the nature, along with any costs and fees incurred for any other Guests affected by your extended unauthorised stay. In accordance with government guidelines you will not be allowed to self-isolate at Pebble House

Life is full of surprises! We **strongly** advise you to take out a Travel Insurance at time of booking even when travelling within the UK, in case of any eventuality

Check-In

Rooms will be ready for Check-in between 4pm and 6pm (other times by prior arrangement only). However, guests are welcome to park their car if arriving earlier but after 2pm please. Rooms can be pre-booked the night before at an extra charge to guarantee an early arrival/check in.

To ensure we can comply with all Government rules, namely social distancing, and for the safety of all our Guests and ourselves, Personal Check-In times will be allocated at pre-arranged time slots before your arrival day. These must be adhered to for compliance with English Laws on social distancing, please therefore do not just arrive at the House, you must call ahead if you are going to miss your personal check in time

As many previous Guests suggested to us, you may like to bring some slippers or indoor shoes with you (it is not obligatory) due to the light-coloured carpets we have in most of our guest bedrooms and hopefully for you to feel very much at home with us.

To allow for the extra deep cleaning times & precautions as required by the guidelines, Pebble House is not able to accept arrivals before the advertised time of 4pm and your pre-arranged personal check-in time.

Check-Out

We kindly request that bedrooms are vacated by 10.30am on the day of your departure and late departures will be charged for.

For the safety of our Staff and complying with Public Health England, all Guests before checking out at the end of their stay will be required to put all laundry and bed linen into the specified laundry bags provided and to leave windows and doors ajar. Further details will be given to Guests prior to and on arrival

Children

We do not accommodate guests aged under 16 years old.

Damaged /missing items

Whilst we know accidents happen, should any damage be caused that may require replacement, repair or servicing following your stay, the cost may be charged to you. We reserve the right to charge your credit or debit card for any damage caused to your room during your stay or for any items found to be missing when you leave

Behaviour of Guests

And their visitors should not be excessively rowdy and must not cause annoyance, distress or embarrassment to staff or fellow guests. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or a member of your party or visiting friends. This includes damage to Pebble House building, fixtures, fittings and flood damage

Booking Terms Compliance

Failure to comply with any of the booking conditions may result in the booking being cancelled or the guests being asked to leave immediately, if in our sole discretion, we feel the conditions have been infringed. The account will be due in full and no refunds will be given in these circumstances

Pebble House is at liberty to amend and or update their Terms & Conditions at any time

A copy of these Terms & Conditions is available on the website of Pebble House, the online booking system on Pebble House website and on the website of any OTA the Guest has chosen to book with. A copy of our T&C's will have been sent to you with your Booking Confirmation either at time of booking over the phone Direct with Pebble House or when booking via the website of Pebble House or when booking with an OTA, which will therefore be deemed as read in full and therefore accepted by you the Guest.

Pricing and Availability Information

Website pricing and availability are subject to change without notice. Prices are correct at time of publication but may change without notice with the exception of confirmed bookings. Confirmed bookings will not alter. Direct Booking rates are given when booking direct with Pebble House, via Pebble House website or phone or direct email

Liability

Personal Belongings are the responsibility of each guest. We accept no liability whatsoever for any accident, loss or damage to property unless such loss is due to our negligence. We cannot be held responsible for failure of public services (e.g. gas, water, electricity, internet, mobile phone signal etc) or any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your stay with us is limited to the cost of the booking

It is expected that Guests adhere to and to undertake in full, the required sanitisation of hands on each and every arrival as provided by Pebble House and to wash their hands

regularly during your stay at Pebble House using the procedures by UK and English Law & Public Health England in relation to COVID-19

Force Majeure. Force Majeure. We cannot accept liability or responsibility for any alterations, delay or cancellation or any other loss or damage caused by Acts of God; war; civil strife; riot; rebellion; terrorist action; industrial disputes/strikes; escape of water; fire; sickness; bad weather; floods, storms, earthquakes; livestock; epidemics; pandemics; acts of any government, or public authority; changes of Law including deleted legislation; changes imposed by re-scheduling and or disruption of airlines, ferries; refusal of a grant of Licence; or any cause beyond our control.

Smoking/Vaping

Pebble House is a completely No Smoking No vaping property in accordance with UK Law including bedrooms. Smoking can be undertaken outside the grounds of the House not on the top terrace nearest to the Guest Rooms. Smoking in your room will result in a deep cleaning charge of £200 per room being applied to your room account and charged accordingly. If the next occupant refuses to accept the room, you will be liable for the cost of alternative accommodation as well

Special Offers

Special offers cannot be used in conjunction with one another and are always subject to availability and maybe withdrawn without notice at any time. If the conditions are not fully met, then the standard tariff will apply. See our website for details of all our offers, and additional information, which may be updated throughout the year

Parking

Vehicles are parked at the owners' risk. Vehicle registration numbers must be given on arrival at check in accordance with UK accommodation Laws

Pets

Sorry, we do not take pets even the cute ones. Assistance dogs are welcome, which must be advised to us at time of booking and can only be accommodated in our Ground floor Suite of Scallop

We reserve the right to refuse any booking