

Coronavirus / COVID-19 Statement

Thank you for bearing with us whilst we continually adapt and learn to navigate these ever-changing times

Our Pebble Houses are currently now closed in line with English Government restrictions

When will the closed Pebble Houses re-open?

We are very sad to say that THE Pebble Houses are now under the England wide lockdown restrictions and are closed until further notice.

What's happening with upcoming bookings?

B&B Bookings

Bookings up until 31st January will be rearranged. We would really appreciate it if you let us get in touch with you rather than calling us at this time, as we are flat out trying to help everyone with their plans.

Anyone in receipt of our C19 Voucher for B&B stays will be at liberty to use these within 2021 with a choice of your own dates. Please call us when you are ready to use your Voucher, please be quick as we are running out of dates.

What's happening with postponing your upcoming B&B stays?

POSTPONEMENT POLICY: updated November 3rd 2020

The Postponement Policy allows guests to postpone their reservation at Pebble House B&B to a later date rather than cancel their reservation altogether. The cancellation policy remains valid and applies for those that still do wish to cancel. The Postponement Policy terms are as follows:

1. You will be able to postpone your reservation to a later date within 1 year of the original arrival date.
2. There will be no amendment charges for re-booking a reservation, however further amendments made to re-booked reservations may incur additional charges.
3. We must receive your request to postpone at least 14 days in advance of the original reservation arrival date. Within 14 days the Cancellation policy remains valid and you will be liable for the total cost of your original booking
4. Any increases in Room Rates you will be liable for if postponing a stay
5. You will be able to cancel your reservation according to the Cancellation terms in the Booking Confirmation Terms & Conditions at any time.

What's happening with Gift Certificates

Anyone who is in receipt of a Gift Certificate kindly gifted to them by a loved one, will still be at liberty to use their Certificate on any future date within 2021 under the T&C's of the Gift Certificate

In preparedness for your arrival after the first UK lockdown in July 2020, after undertaking a full Risk Assessment, we produced our COVID-19 Secure Policy, [click here to read a full copy](#)

Here is a snapshot of our full COVID-19 Secure Policies in case you haven't got the time to read it in full, to ensure we keep us all safe by adhering to social distancing by keeping 2m distance, washing our hands and using hand sanitiser, wearing a face mask at all times and undertaking even more extra cleaning than we already did – Andrea is known for being OCD on cleaning 😊

A few others things have sadly had to change, we are still offering our full breakfast service but now with a pre-ordering and pre-arranged personal breakfast time slot and we also are not permitted to clean your room daily

Were you to accept these new policies then wonderful, use the Book Now Button on our website, however, were you to prefer to wait until things are little more relaxed again then no biggie, we shall have to wait until we welcome you to us. Anyone who already has a B&B booking, we are happy move it if we need to, before 14 days of your arrival date, free of charge.

Please note the above precautions are a summary and an indicative guidance only. Measures are likely to be altered as the advice and perceived best practices are changed. It is an ongoing and developing situation that we are navigating daily.

