

ROSE BANK GUEST HOUSE

Booking conditions and cancellation policy

For individuals and couples ie: One room booked for a visit of more than one night.

We require 25% of the value of your booking to be paid with confirmation of the dates of your visit, upon receipt of which you will be sent a letter or e mail of confirmation, from us.

The balance of your bill is payable on the eve of your departure, except when the duration of your visit is for more than a week, for which you will be billed weekly.

You may pay your deposit either by cheque to Rose Bank Guest House, or by card over the 'phone.

In the event that you have to cancel your booking and can give us one months' notice, your deposit will be refunded, less £5 administration. If you cancel within one month of your booking we shall make your room available to others and if sold, your deposit will be refunded, less £5 administration, but if it remains unsold your deposit is forfeit.

For party bookings ie: Three rooms or more booked for the same duration.

All the conditions above apply except that payment of the balance of your bill is required two weeks before your arrival.

For a visit of a single night only.

We require payment in full when booking.

INSURANCE

We strongly recommend that guests booking a long stay take out holiday insurance.

Please note MOST IMPORTANT

We ask that you provide us with an estimated time of arrival so that we are sure to be at home to greet you; the nature of our work is that our spare time is measured in hours, not days, and on the day of your arrival if you are delayed, or alter your travel arrangements please telephone to advise us, or we may not be at home.

Please supply a mobile 'phone number if you have one.

CHECK IN TIME After 4.00.p.m. earlier by arrangement only, and not before 2.00.p.m.

CHECK OUT TIME By 10.00.a.m. please.

Thank you. John & Elaine Stenner