



Booking Terms and Conditions

Thank you for choosing to book with Pine Ridge. We look forward to welcoming you. By making this booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

Prices

The price quoted is based on bed and breakfast basis.

Smoking

This is a non-smoking establishment.

Pets

Sorry, we do not allow pets at this property, unless service dogs.

Acceptance of Children

Sorry, we do not allow children at this property. This is an adults only retreat.

Cancellation and Insurance

By making your booking, our agreement is a legal contract. On-line bookings require a deposit of the first night of stay, the balance can be paid at time of booking or on departure by debit/credit card or cash. Cancellations made with more than 48 hours notice will receive a full refund. Within 48 hours the deposit is non-refundable. Bookings made by telephone or emails do not require a deposit, but should you need to cancel your booking within 48 hours of your anticipated stay then a £50 cancellation charge per room will be levied. An un-notified 'no-show' will incur a £50 charge. These charges, only if applicable, will be charged to the credit card whose details you provided at the time of booking.

We would recommend that you take out cancellation insurance to cover this cost.

Non-availability of Accommodation

We would only cancel your holiday if your accommodation was unavailable for reasons beyond our control. We would however attempt to find you alternative local accommodation. Our liability would not extend beyond this.

Arrival

Your accommodation will be available to you from **4pm** on the day of arrival, unless otherwise arranged. We may not be able to accommodate you if you arrive earlier than the agreed time as we will be busy preparing your rooms.

Late arrival procedure

Please ensure you contact us no later than **7pm** to let us know if you will be arriving late. Failure to notify us may result in the room being re-let or the £50 'no-show' charge being applied to your credit card.

Departure

Please be ready to leave the accommodation by **10.30am** on the day of departure, unless otherwise arranged. We will provide you with an invoice, payable on departure.

Damages and Breakages

Please take care when staying in our property. You are responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. All we ask is that you report any incidents as they occur. We do not normally charge for minor breakages, but we may send you an invoice for repair or making good if the damage or breakage is significant, and we may make an additional charge of £50 if you did not report this.

Liability

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

Privacy Policy

Any data collected during the course of this booking will be stored on our computer. With your permission we may from time to time contact you about promotions and offers. We will not share your details with any third party.

Any questions ??

Contact Jill on 01202 694216 or email :
jill@pineridgebedandbreakfast.co.uk