

Please read these Terms and Conditions before you book.

Prices:

All rates quoted are for bed and breakfast. We accept the following forms of payment: cash, cheque with bankers card, debit cards, credit cards.

Pets:

Pets are not permitted. We do accept service dogs for guests with sight or hearing difficulties and where possible please contact us in advance about this so that we can discuss your dog's full requirements.

Cancellation and Insurance:

Your booking is made with Phoenix Court and represents a legally binding contract. Credit or debit card details are required to guarantee reservations and money is only deducted from this card if the booking is cancelled under the following circumstances. If the booking is cancelled with less than two weeks' notice the full first night's cost will be deducted. If the booking is rearranged for a future date then an admin fee of £10 only will be deducted. Once at the guest house you will be liable for the full payment of your intended stay even if you require to leave prior to the planned departure date. For bookings of 2 rooms or more we require at least 21 days notice of cancellation or amendment of any reservation or a cancellation charge of 50% of the full value of the reservation will be charged. By making a booking and entering into this contract you are authorizing Phoenix Court to make the above charges to the card without any additional consent being required.

Non-availability:

We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. We would attempt to offer you alternative accommodation, however if this was not possible, or unacceptable to you, then we would refund all monies paid by you. Our liability would not extend beyond this refund.

Arrival and departure:

Your accommodation will be available to you from 2.00 pm on the day of arrival, unless otherwise arranged. Please be ready to leave your accommodation by 10.15am on the day of departure; late departure can be arranged up to 11.30am for an additional cost of £5.00 per room and subject to availability. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.

Damages and Breakages:

We reserve the right to charge for the replacement, cleaning or repair of any items belonging to this guest house, or to the building itself caused by willful or careless damage. Should such damage occur, your credit or debit card will be charge without prior consent being required against invoices that will be provided for the costs incurred.

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.

Data:

Any data gathered during the course of this booking may be held on computer.

Group Bookings:

We do not accept online group bookings of more than 2 rooms as we feel it is better to discuss your requirements fully with you, please contact us by telephone or email to do this. We do not accept stag or hen night parties.

Smoking:

Phoenix Court is a totally non smoking establishment. If this policy is ignored any extra cleaning costs that are incurred as a result of smoking in the room will be charged to the credit or debit card given to secure your booking – this includes any loss of business which may result from the requirement to take the room out of service to be fully aired.

