

Terms & Conditions

Arrival and Departure

Check-in time for guests is between 4pm and 8pm (please note that we are unable to accommodate arrivals outside of these times). We are a small, privately owned Bed & Breakfast and we do not have a check-in desk; therefore, it would be appreciated if you could provide an estimated arrival time within an hour of your expected arrival. We do understand that sometimes circumstances change and if you need to adjust your arrival time, then please feel free to contact us with your new schedule. Please note that, if an arrival time is not provided, then we may not be at the property when you arrive and you may need to contact us to gain access.

We ask that you please vacate your room by 10.00am on the morning of departure. Check-out times later than 10:00am must be confirmed prior to the day of departure and are subject to availability (we may need to prepare the room for new guests). We reserve the right to make an additional charge of £30 per hour (or part thereof) for late departures that have not been agreed prior to the day of departure.

Reservations

Reservations are strictly via booking.com and there is no facility to make reservations direct. Online reservations may be subject to additional terms and conditions, but in any event, our terms and conditions still apply in these circumstances.

Guest Rooms

Each guest bedroom can accommodate a maximum of 2 guests. There is no scope for additional beds and/or guests in the rooms. Guests shall not invite friends and/or acquaintances into the property without prior consent from the owners.

Breakfast

Breakfast is served every day, normally between 8.00am and 8.30am (breakfast outside of these times is available if arranged in advance and subject to availability). All meals are served in the dining room as we do not have the facilities to provide room service.

Assistance During Your Stay

If you require any help or advice during your stay, we are available every morning from 8.00am until 10.00am. Outside of these times we are available for emergencies only.

Damage and Breakages

You are responsible and liable for any breakages or damages which you cause to the accommodation and/or its contents. Please report these as soon as they occur (especially if you accidentally spill something) as it is much easier to clean spillages if we know what it is and act quickly.

We do not normally charge for minor breakages, but we reserve the right to charge for repairs caused due to neglect or carelessness. We also reserve the right to charge you the room rate for each day that the room is out of commission.

Towels and bed linen that have become permanently stained from makeup, hair and beauty products etc. will be classed as damaged and replacement costs charged accordingly. We class permanent staining as towels/linen that remain stained after 2 washing cycle attempts.

Keys

You have access to The Old Vicarage Bed & Breakfast and your room throughout your stay using a set of keys given to you when you register on arrival. You have full responsibility of these keys for the duration of your stay. Lost keys will be charged at £50.00 per set.

Smoking

Smoking is not permitted within any part of The Old Vicarage Bed & Breakfast. Please note that offending guests will be asked to leave immediately, will be liable for the total cost of their reservation and will be liable for the cost of professional cleaning services to any affected rooms. A minimum cleaning charge of £120 will apply and if the room is deemed unusable, you will be liable for a further charge equal to the room rate for each subsequent day the room is unavailable.

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 whilst acting in the course of their employment.

Lost Property

We are happy to return items that have been left following departure, however there will be a minimum charge of £30.00 to cover costs.

Children

Unfortunately, we cannot accommodate children.

Pets

Unfortunately, we cannot accommodate pets.

Wi-Fi Access

By using our wi-fi services, you automatically agree to the terms and conditions of use in force at that time. Guests who use the Smart TV facilities with their own personal subscription accounts (Amazon, Netflix etc.) and omit to sign-out before departure; the management accepts no liability in relation to unauthorised use by future guests

Payment & Prices

Payment is made in advance via booking.com. We do not have card payment facilities on site. We reserve the right to change our prices at any time, however this doesn't affect reservations already made.

Change of Room

If a reservation is taken for a specific room and the room reserved is rendered unusable due to circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality. In such circumstances we will contact you at the earliest opportunity (directly or via booking.com) to check room suitability.

Cancellation by Us

Should it become necessary for us to cancel a reservation due to circumstances beyond our control, we will contact you at the earliest opportunity (directly or via booking.com). Any payments made by you in relation to the reservation will be refunded in full. Should you wish, we will endeavour (directly or via booking.com) to find you alternative accommodation of a similar standard. Our liability will not extend beyond these conditions.

Cancellation by the Guest

We are a small business and short notice cancellations can have a big impact on us. We do however appreciate that unforeseen circumstances can occur and we try to be as sympathetic and helpful as possible in such cases.

In the event of a cancellation up to 14 days prior to the scheduled date of arrival no charge will be made. If you cancel your reservation within 14 days of the scheduled date of arrival, a cancellation charge equivalent to the total reservation price will be made. Guests failing to arrive (no-shows) will be responsible to a charge equivalent to the total reservation price.

We take all reservations in good faith and guests are reminded that no exceptions to the above conditions will be made and that any reservation made with The Old Vicarage Bed & Breakfast forms a legally binding contract. We therefore recommend that you arrange suitable insurance to cover against unexpected costs such as cancellation fees. We reserve the right to take legal action to recover any outstanding debts.

Termination Policy

The Old Vicarage Bed & Breakfast reserve the right (and at its discretion) to terminate a reservation without notice and ask the guest to leave, where a guest's behaviour is deemed unacceptable as a result of actions which are likely to endanger or offend others. This includes (but not limited to) verbal abuse, sexist and/or racist abuse, physical abuse, being drunk and disorderly, smoking within the property, illegal use of controlled substances. Such actions will constitute termination without exception and in such circumstances any outstanding account must be settled in full and no refunds will be given.