

#### Terms and conditions – Portland House

Thank you for choosing to book with Portland House. We look forward to welcoming you. When you make this booking you are entering an agreement with us. Please read our terms and conditions of booking below. The tariff quoted includes accommodation and breakfast. Unless clearly stated on the booking confirmation all extras such as meals, telephone drinks etc are additional.

We accept the following forms of payment: - cash, debit cards, credit cards. *Note: credit cards only attract a surcharge of 2.5%.* Please also note cheques with bankers card are accepted by prior agreement only. We request bookings to be secured with a 25% deposit *per person*, or the first full day tariff. Group bookings and Special Offers have different deposit requirements – usually between 30-50% deposits dependant on each unique offer.

Once you have secured your stay, our agreement is deemed a legal contract and any deposit you may have paid is non-refundable. If you need to cancel please contact us immediately. For cancellations made up to 7 days before your booking you will not be liable for the total balance. For cancellations made after this time or by failing to take up the booking without cancelling you will be liable for the total amount. For this reason you may wish to take out cancellation insurance for longer type stays and/or for group bookings, which is inexpensive and can be obtained from any good broker. In certain circumstances we may honour your deposit for a future booking taken within 6 months of the original booking dates..

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.

Your accommodation is available to you between 12.30 and 13.30 or after 16.00 on the day of arrival, unless otherwise arranged. Please let us know if you plan to arrive after 19.30.

Please be ready to leave your accommodation by 10.00am (Sundays - 11.00am) on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable before departure.

Please take care with our accommodation. You will be deemed responsible and liable for any breakages or damages, which you cause, to the accommodation or its contents. Especially in regards to the contents of your bedroom and ensuite, please ensure you take note of all printed advice and information and report any problems as soon as they occur. We do not normally charge for minor breakages, but we will debit your card for repair or making good if the damage or breakage is significant, and we may make an additional charge if you did not report this before leaving.

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.

Well-behaved dogs and those in a working role are allowed in the Lloyd Suite only, by prior arrangement at the cost of £5 per night.

Any data gathered during the course of this booking may be held on computer only with your agreement. We do not store or retain any guest card details, once a transaction has been confirmed as fully paid we remove the information from our records and destroy.