



# THE BAR CONVENT

Living Heritage Centre

## Staying With Us Terms & Conditions

**For any queries relating to our terms and conditions, please don't hesitate to contact our Guest House Manager on 01904 464 902.**

You can also [book with us online](#).

### Booking and Payment

Bookings can be made by telephone, fax, e-mail or online. To confirm a booking we ask for a deposit, which is the cost of your first night's stay.

Accounts must be paid by the end of your stay with us. The following methods of payment are accepted:

- Cash
- Credit / Debit cards
- Sterling traveller's cheques (no change given)

All prices include VAT at the current rate.

### Cancellation Policy

In the event of a cancellation, if a guest notifies the Guest House 28 calendar days before the first night's stay the deposit is refundable. Thereafter, 50% of the deposit will be refunded if a guest notifies the Guest House 14 calendar days before the first night's stay. No refund will be provided for cancellations made within 14 calendar days of the first night's stay. All cancellations must be made by telephone or email and acknowledged by a member of staff to be valid.

We strongly advise customers to buy travel insurance when travelling.

### Check-in and Check-out Times

Check-in is between 3.00pm and 9.30pm. Guests are requested to vacate their rooms by 10.00am on the day of departure.

Luggage storage is available on request until 9:30pm on the day of departure at no additional charge.

## **Group Bookings**

In the case of group bookings a bond will be required i.e. valid credit card details. This money will be refunded at the end of the visit provided the Housekeeper is satisfied with the condition of the allocated rooms. Any accidental damage that requires attention will be charged at commercial rates.

*Please note that we do not accept bookings from stag and hen parties or similar groups.*

## **Breakfast & Catering**

Breakfast is included in your room tariff, and is served in the Café from:

- 07.45 - 9.30am Monday - Friday
- 07.45 - 10am Saturday
- 08.15 - 10am Sunday

Guests can choose between a full English breakfast or a lighter continental style breakfast, including fruit juice, cereals, toast, croissants, yogurt and fresh fruit.

Unlike many other accommodation providers, we also have a fully equipped kitchen for guests to use, which is ideal for evening snacks or a few home comforts during your stay.

## **Smoking, Pets and Liability**

The Bar Convent is strictly *NO SMOKING* in any part of the building.

Unfortunately no pets are allowed except guide dogs. Please contact us to discuss arrangements for Guide Dogs.

Please note that Guests will be responsible for any damaged, missing or heavily soiled items incurred during their stay.

You are understood to have accepted these Terms and Conditions by reserving a room. The Management of The Bar Convent accept no liability for the loss of personal possessions whilst on the premises.

Details subject to change. All information correct as of September 2015.